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

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

**Name of Authority: Wear Valley District Council**

**IEG Contact Name: Phil Errington**

**Email: p.errington@wearvalley.gov.uk**

**Telephone No: 01388 761523**

**Local Context**

Local Context

WVDC

Wear Valley District Council is committed to E-government. The Council's overall vision is to become the best district council in England and has the following corporate objectives, which mirror those of the Local Strategic Partnership:

**Population** – The council will use its statutory powers, resources and influence to help create a balanced, vibrant and growing population across the whole of the Wear Valley District

**Environment** – The council will aim to secure new public and private investment to improve the built and natural environment

**Economy** – The council will enable the development of a continuously improving economic infrastructure and environment in Wear Valley

**Crime** – The council will design its services to increase community safety and crime prevention and work closely with key partners to improve crime reduction.

**Health** – The council will use its services to help improve the health and well-being of Wear Valley residents and promote healthy lifestyles.

**Lifelong learning** – The council will encourage the development of continuous lifelong learning in Wear Valley

E-government will help to achieve all of these objectives by allowing us to engage more closely with customers and citizens. The Authority's IEG1 return outlined the importance of putting customers first and this is centred around the following elements:

| Element | Example |
|---------|---------|
| Making services available outside normal working hours | The council has recently re-launched its website which includes applications for services. This is now being used by our citizens. |
| Providing services in the way that people want e.g. face to face, telephone, email etc. | Research carried out shows the preferences for contacting the Authority are face to face and telephone. This will help to fashion our response to customer service. |
| Providing information and access to services | The Authority has established a One Stop Shop within the Civic Centre. The next stage of development will be to move towards a contact centre. |

| | |
|---|---|
| Exploiting opportunities offered by technology | The Authority is currently introducing a CRM and a web content management system. External funding has also been secured for EDRMS and workflow solutions. |
| Maintaining a website which encourages consultation and debate on council priorities | The Authority's website now includes a consultation section. |
| Improving the democratic process | The Authority's website now includes details of committee minutes and future meetings as well as information relating to Councillors. Local organisations have also been empowered to maintain their own websites. |
| Joint working through the County Durham E-government Partnership | Wear Valley is a member of the County Durham E-government Partnership. |

**Managing Delivery**

The Authority has established a framework for delivering e-government which includes the appointment of member and officer e-champions as well as an Authority wide IEG delivery board made up of representatives from all departments. The following table provides an overview of the key roles within the organisation.

| Level | What? | Responsible Person |
|---|---|---|
| Planning | Consultation with citizens Define priorities Develop partnerships E-government strategy | {E-champions and {Management Team { { |
| Delivery | Priority Service outcomes I.T infrastructure Training/E-skills Promotion of delivery channels | IEG delivery board Head of ICT Training officer and external providers E-champions |
| Monitoring | BVPI 157 progress Priority Service Outcomes Change management Risk management strategy | Corporate Management Team IEG delivery board E-champions IEG delivery board |

**County Durham E-government Partnership**

The Council is a member of the County Durham E-government Partnership, whose e-government vision is:

*Working together across all boundaries to deliver quality, joined-up, customer-focused services (regardless of personal means, locality and circumstances),*

*To achieve this vision the following objectives and desired outcomes have been identified:*

Objectives

- Establishing a common technology infrastructure
- Developing and opening up access channels
- Maximising the take up of electronic transactions
- Exploiting integrated business systems and procedures
- Promoting cultural change and organisational development

Desired Outcomes

- Raise customer expectations through the promotion of e-government
- Improve customer choice
- Make best use of technology
- Encourage citizen participation in e-democracy
- Ensure value for money and sustainability

This vision and objectives and outcomes clearly dovetails into the Councils vision to be the best district council in England. To date the achievements of the CDeGP include:

i)   Development of an E-government strategy

ii)  Development of a joint constitution

iii) Development of a programme office to oversee E-government progress within the partnership

iv) Production of an access strategy

v) Joint procurement and introduction of a CRM across all 8 Durham Authorities leading to significant economies of scale

vi) Joint procurement of a financial management system across 5 Authority's leading to significant economies of scale

**Next Steps**

The IEG 4document shows that the Authority has, and is, making progress on delivering the Government's e-government priority service outcomes.  It acknowledges, however, that more work is needed to achieve all outcomes and to embed them into the day to day workings of the Authority.

The IEG4 document also show that it is ahead of its IEG3 target for achieving 100% of BVPI 157.  This has been achieved through introducing a web content management system and improving the information and services provided via the Authority's website.  Further work is needed to achieve 100% of BVPI 157 between now and December 2005.

Efficiency gains are predicted to deliver both cash and staff productivity benefits in the coming years.  This however, is offset by initial investment costs.  The key challenge here is to ensure that all expected benefits are delivered.  This will be closely monitored over time.

Overall, progress in delivering the e-government agenda is being made which is outlined in the IEG 4 submission.

## 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. | Green 07/02/2005 | Green 07/02/2005 | Green 07/02/2005 | Green 07/02/2005 |
| | **Comment:** The County Council will act as lead authority on behalf of the CDeGP (County Durham e-Government Partnership). | | | |
| **R2** Online access to information about educational support services that seek to raise the educational attainment of Looked After Children. | Green 07/02/2005 | Green 07/02/2005 | Green 07/02/2005 | Green 07/02/2005 |
| | **Comment:** The County Council has developed URLs based on LAWS and deep links have been established and are being maintained by Wear Valley DC. | | | |
| **G1** Development of an Admissions Portal and / or e-enabled telephone contact centre to assist parents, carers and children in their choice of, and application to local schools | Green 07/02/2005 | Green 07/02/2005 | Green 07/02/2005 | Green 07/02/2005 |
| | **Comment:** The County Council has developed URLs and deep links have been established and are being maintained by Wear Valley DC. | | | |
| 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 28/01/2005 | Green 28/01/2005 | Green 28/01/2005 | Green 28/01/2005 |
| | **Comment:** The County Council has developed URLs based on LAWS and deep links have been established and are being maintained by Wear Valley DC. | | | |
| **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 01/04/2003 | Amber 01/04/2003 | Green 31/12/2005 | Green 31/12/2005 |
| | **Comment:** "The partnership is committed to exploiting the opportunities offered by Government Connects. There is an Information Sharing Protocol for Crime and Reduction Partnerships already established and the DCC Youth Engagement Service (see - http://www.cdyos.org.uk/) has secure email links to the Criminal Justice Board (see - http://www.cjsonline.gov.uk/index.html).Further development of the County Durham Observatory is taking place. The outputs from the RYOGENS National Project and the use of the Government Gateway (Government Connects) for secure email are also being examined. (see http://www.countydurhamobservatory.info/observatory/usp.nsf/pws/County+Durham+Observatory+-+Welcome)" | | | |

| 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 |
|---|---|---|---|---|
| **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 01/04/2002 | Green 01/04/2002 | Green 01/04/2002 | Green 01/04/2002 |
| | **Comment:** The Council has already empowered numerous community groups etc. through the OneNE Market Towns Portal project. A number of these groups maintain their own web sites. | | | |
| 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 01/11/2004 | Green 01/11/2004 | Green 01/11/2004 | Green 01/11/2004 |
| | **Comment:** Implemented as part of the rollout of the Authority's web content management system. We aim to add value to this PSO based on the outputs of the Regional e-Government Partnership Project - e-Democratic Suite, of which Wear Valley DC is an active member. | | | |
| **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 01/04/2004 | Green 01/04/2004 | Green 01/04/2004 | Green 01/04/2004 |
| | **Comment:** We aim to add value to this PSO based on the outputs of the Regional e-Government Partnership Project - e-Democratic Suite, of which Wear Valley DC is an active member. | | | |
| **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. | Green 28/01/2005 | Green 28/01/2005 | Green 28/01/2005 | Green 28/01/2005 |
| | **Comment:** Implemented as part of the rollout of the Authority's web content management system. We aim to add value to this PSO based on the outputs of the Regional e-Government Partnership Project - e-Democratic Suite, of which Wear Valley DC is an active member. | | | |
| **G4** Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files). | Green 31/03/2005 | Green 31/03/2005 | Green 31/03/2005 | Green 31/03/2005 |
| | **Comment:** The Authority has purchased video equipment & software and the website now includes several multimedia presentations. It is anticipated that the use of this facility will be extended in future. | | | |
| 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 01/01/2005 | Amber 01/01/2005 | Green 31/12/2005 | Green 31/12/2005 |
| | **Comment:** Heads of Environmental Services from all partner authorities have agreed to deliver the 49 pids from the LGSL via the Countywide CRM solution. | | | |

| 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 |
|---|---|---|---|---|
| **R8** Online receipt and processing of planning and building control applications. | Green 30/06/2005 | Green 30/06/2005 | Green 30/06/2005 | Green 30/06/2005 |
| | **Comment:** Sx3 Planning portal with web public access is now implemented. | | | |
| **G5** Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information. | Amber 31/03/2005 | Amber 31/03/2005 | Amber 31/03/2005 | Green 31/03/2006 |
| | **Comment:** All partners are looking to achieve this outcome using Durham County's online mapping service. The effect of the Positional Accuracy Improvement programme on this may require that sub-groups are formed in order to achieve this outcome by 31st March 2006. | | | |
| **G6** Sharing of Trading Standards data between councils for business planning and enforcement purposes. | Green 30/06/2005 | Green 30/06/2005 | Green 30/06/2005 | Green 30/06/2005 |
| | **Comment:** The installation of a new computerised Environmental Services system during 2005/06 will enable this outcome to be achieved. Some trading standards information will be shared electronically (with encryption) and there is a Joint Protocol for Information Exchange for County Durham and Darlington Statutory Agencies to which all statutory agencies are signatories. | | | |
| **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 01/11/2004 | Amber 01/11/2004 | Green 31/12/2005 | Green 31/12/2005 |
| | **Comment:** The installation of a new computerised Environmental Services system during 2005/06 will enable this outcome to be achieved. | | | |
| 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 01/04/2003 | Amber 01/04/2003 | Green 31/12/2005 | Green 31/12/2005 |
| | **Comment:** e-Payments are already in place and paperless orders and invoices will be rolled out as part of the current Agresso FMS programme. The Authority will move towards a 'marketplace' front-end via the IDeA Marketplace towards the end of 2005 if a business case can be made. | | | |
| **G8** Establishment of a single business account (i.e. a cross-departmental 'account' run by the local authority whereby businesses are allocated a unique identifier that can be stored and managed via a corporate CRM account facility supporting face-to-face, website and contact centre transactions). | Red 01/04/2004 | Red 01/04/2004 | Amber 31/12/2005 | Green 31/03/2006 |
| | **Comment:** Through NE Connects the partnership has participated in the Working With Business workshops with a view to jointly rolling the Single Business Account through the CRM. | | | |
| **G9** Regional co-operation on e-procurement between local councils. | Green 01/04/2004 | Green 01/04/2004 | Green 01/04/2004 | Green 01/04/2004 |
| | **Comment:** All partners are associate members of NEPO. | | | |
| If already 'green' on R9, G8 & G9 above please comment on **E5** Access to virtual e-procurement 'marketplace'; | **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 |
|---|---|---|---|---|
| **E6** Inclusion of Small and Medium Enterprises (SMEs) in e-procurement programme, in order to promote the advantages of e-procurement to local suppliers and retain economic development benefits within local community; | **Comment:** | | | |
| **E7** Agreed targets (please specify) for efficiency savings by December 2005, including the % of undisputed invoices paid in 30 days (BVPI 8). <br><br> 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 30/06/2005 | Green 30/06/2005 | Green 30/06/2005 | Green 30/06/2005 |
| | **Comment:** Each partner is pursuing short term solutions to achieve this outcome within the deadline. However the partnership has expressed interest to Bolton MBC in becoming an early adopter of Government Connects. | | | |
| **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 01/04/2004 | Amber 01/04/2004 | Green 31/12/2005 | Green 31/12/2005 |
| | **Comment:** Each partner is pursuing short term solutions to achieve this outcome within the deadline. However the partnership has expressed interest to Bolton MBC in becoming an early adopter of Government Connects. | | | |
| **G10** Demonstration of efficiency savings and improved collection rates from implementation of e-payments. | Green 31/03/2002 | Green 31/03/2002 | Green 31/03/2002 | Green 31/03/2002 |
| | **Comment:** Increased numbers of payers using direct debit/internet/debit cards achieved. Increased collection rates have also been achieved in recent years. | | | |
| **G11** Registration for Council Tax and Business Rates e-billing for Direct Debit payers. | Green 01/01/2005 | Green 01/01/2005 | Green 01/01/2005 | Green 01/01/2005 |
| | **Comment:** The Benefits and Revenues e-Government User Group are jointly performing an options appraisal of appropriate solutions that will link into the Countywide CRM. | | | |
| If already 'green' on R10, R11, G10 & G11 above please comment on <br><br> **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. <br><br> Otherwise you may leave these rows blank. | **Comment:** | | | |
| **R12** Online renewal and reservations of library books and catalogue search facilities. | Green 01/11/2004 | Green 01/11/2004 | Green 01/11/2004 | Green 01/11/2004 |
| | **Comment:** The Authority's web site contains deep links to the County Council's web site. | | | |
| **R13** Online booking of sports and leisure facilities, including both direct and contracted-out operations. | Amber 01/01/2005 | Green 30/09/2005 | Green 30/09/2005 | Green 30/09/2005 |
| | **Comment:** Leisure system upgrade, including a web bookings interface, to be implemented Q3 2005. This will enable client access from home and/or a local doctor's surgery. | | | |

| 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 |
|---|---|---|---|---|
| **G12** Integrated ICT infrastructure and support to ensure the consistent delivery of services across all access channels (e.g. web, telephone, face to face) based on e-enabled back offices and smart card interfaces for council library, sports and leisure services. | Amber 01/07/2005 | Amber 01/07/2005 | Amber 01/07/2005 | Green 31/03/2006 |
| | **Comment:** North East Connects, in conjunction with NERSC (North East Regional Smartcard Consortium), is to assimilate the plans and intentions of each Local Authority in the Region in terms of responding to G12 Priority Service Outcomes. The objective being to aggregate the overall requirement in a consistent fashion, to determine a regional position, and to develop a regional business model across Library, Leisure and / or Cultural Services. The Authority introduced magnetic swipecards several years ago. This hybrid solution will continue until a corporate smartcard strategy is introduced, building upon work done by the North East Regional Smartcard Consortium. | | | |
| If already 'green' on R12, R13 & G12 above please comment on<br><br>**E11** Agreed baseline and targets for take-up of library, sports & leisure services online, including targets for customer satisfaction and efficiency savings.<br><br>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 01/04/2003 | Green 01/04/2003 | Green 01/04/2003 | Green 01/04/2003 |
| | **Comment:** The County Council has developed URLs and deep links have been established and are being maintained by Wear Valley DC. | | | |
| **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. | Green 07/05/2005 | Green 07/05/2005 | Green 07/05/2005 | Green 07/05/2005 |
| | **Comment:** The County Council has developed URLs and deep links have been established and are being maintained by Wear Valley DC. | | | |
| **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 01/01/2005 | Green 01/01/2005 | Green 01/01/2005 | Green 01/01/2005 |
| | **Comment:** e-forms are now available on the website. | | | |
| **G14** GIS-based presentation of information on roadworks in the local area, including contact details and updated daily. | Green 29/11/2004 | Green 29/11/2004 | Green 29/11/2004 | Green 29/11/2004 |
| | **Comment:** The County Council has developed URLs and deep links have been established and are being maintained by Wear Valley DC. | | | |
| If already 'green' on R14, R15, G13 & G14 above please comment on<br><br>**E12** Agreed baseline and targets for customer satisfaction and efficiency savings.<br><br>Otherwise you may leave this row blank. | **Comment:** | | | |
| **R16** E-enabled "one stop" resolution of Housing & Council Tax Benefit enquiries via telephone, contact centres, or via one stop shops using workflow tools and CRM software to provide information at all appropriate locations and enable electronic working from front to back office. | Amber 01/01/2005 | Amber 01/01/2005 | Green 31/12/2005 | Green 31/12/2005 |
| | **Comment:** The Benefits and Revenues e-Government User Group are are going to adopt the DWP national product. In phase 1 all partners have/are implementing benefits calculator. In phase 2 all partners will implement the full online benefits package. | | | |

| 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 |
|---|---|---|---|---|
| **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 28/01/2005 | Green 28/01/2005 | Green 28/01/2005 | Green 28/01/2005 |
| | **Comment:** The Authority's website has been updated to provide this capability. | | | |
| **G15** Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens homes. | Green 31/03/2005 | Green 31/03/2005 | Green 31/03/2005 | Green 31/03/2005 |
| | **Comment:** A successful pilot using laptops has been completed and use of this facility is being expanded. | | | |
| If already 'green' on R16, R17 & G15 above please comment on<br><br>**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.<br><br>Otherwise you may leave these rows blank. | **Comment:** | | | |
| **R18** Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres. | Green 31/12/2004 | Green 31/12/2004 | Green 31/12/2004 | Green 31/12/2004 |
| | **Comment:** Our web site contains deep links to the County Council Social Service's web site, together with additional information on the Authority's web site itself. | | | |
| **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. | Green 31/05/2005 | Green 31/05/2005 | Green 31/05/2005 | Green 31/05/2005 |
| | **Comment:** The Authority is not a social services authority. However it does provide care services via its Careline service. Information on this service has been added to the web site, together with deep links to the County Council's web site. | | | |
| **G16** Systems to support joined-up working on children at risk across multiple agencies. | Red 01/01/2005 | Amber 01/09/2005 | Amber 01/09/2005 | Green 31/03/2006 |
| | **Comment:** Durham County Social Care & Health hold the Children at Risk register on behalf of multi-agencies and have a pilot planned to give electronic access to it. The partnership is exploring the outcomes of RYOGENS projects for multi-agency information sharing. | | | |
| **G17** Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field. | Red 20/01/2005 | Amber 30/09/2005 | Amber 30/09/2005 | Green 31/03/2006 |
| | **Comment:** A Pathway team has been running in Sedgefield Borough council with Social Care, NHS, PCT and housing staff. Information sharing protocols have been agreed and some Social Care & Health staff use mobile technology. The remaining Districts will work with Durham County to implement Pathway teams in their own areas. | | | |
| If already 'green' on R18, R19, G16 & G17 above please comment on<br><br>**E15** Agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVPI 57).<br><br>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 |
|---|---|---|---|---|
| **R20** Email and Internet access provided for all Members and staff that establish a need for it. | Green 31/03/2005 | Green 31/03/2005 | Green 31/03/2005 | Green 31/03/2005 |
| **Comment:** e-mail and internet usage policies have been approved by the Corporate Management Team and training of all staff has commenced. | | | | |
| **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:** The Authority has a homeworking policy and several users work from home on a regular basis. | | | | |
| **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 01/09/2004 | Green 01/09/2004 | Green 01/09/2004 | Green 01/09/2004 |
| **Comment:** The Authority has a homeworking policy and several users work from home on a regular basis. | | | | |
| **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:** The Authority has established an ECDL training program with the local college. This has proved to be very popular with staff and will now also be made available to relatives of staff. | | | | |
| 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). | Amber 01/04/2001 | Amber 01/04/2001 | Green 31/12/2005 | Green 31/12/2005 |
| **Comment:** All partners are pursuing their own solutions to achieve this outcome within the deadline. In the longer term the Countwide CRM and Durham Connects portal will be used as the main access channel across Durham. | | | | |
| **R24** Implementation of a content management system (CMS) to facilitate devolved web content creation and website management. | Green 31/12/2004 | Green 31/12/2004 | Green 31/12/2004 | Green 31/12/2004 |
| **Comment:** Already in place - users will begin to maintain their own content after being trained during 2005. | | | | |
| **G19** Adoption of ISO 15489 methodology for Electronic Document Records Management (ERDM) and identification of areas where current records management policies, procedures and systems need improvement to meet the requirements of Freedom of Information (FOI) and Data Protection legislation (see www.pro.gov.uk/about/foi/map-local.rtf). | Amber 01/04/2004 | Amber 01/04/2004 | Amber 01/04/2004 | Green 31/03/2006 |
| **Comment:** All partners are carrying out a gap analysis to assess their ability to meet the requirements of FOI and data protection. A joint bid from all partners has recently been submitted to the North East Centre for Excellence to create a common information management strategy. | | | | |
| **G20** Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI). | Green 01/11/2004 | Green 01/11/2004 | Green 01/11/2004 | Green 01/11/2004 |
| **Comment:** Implemented as part of the rollout of the Authority's web content management system. | | | | |

| 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 |
|---|---|---|---|---|
| **G21** Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk). | Amber 01/11/2003 | Amber 01/11/2003 | Amber 01/11/2003 | Green 31/03/2006 |
| | **Comment:** More research is required for this, although the Authority does specify that systems must be e-GIF compliant when procuring. | | | |
| If already 'green' on R23, R24, G19, G20 & G21 above please comment on<br><br>**E17** Agreed baseline and targets for efficiency savings based around improved accessibility of services and information.<br><br>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:** Wear Valley District Council are committed to delivering value for money services through electronic channels. We have set targets on the availability of the service and publish site availability statistics on a monthly basis. The performance information is collected by external monitoring, and is delivered by "SiteMorse", a third party that specialises in website monitoring. | | | |
| **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 31/05/2005 | Green 31/05/2005 | Green 31/05/2005 | Green 31/05/2005 |
| | **Comment:** The Authority uses Webtrends to gather this information. | | | |
| **G22** Establishment of internal targets and measures for customer take-up of e-enabled access channels. | Green 31/03/2005 | Green 31/03/2005 | Green 31/03/2005 | Green 31/03/2005 |
| | **Comment:** Targets initially set within IEG2 and IEG3 and also included in IEG4. | | | |
| **G23** Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk). | Green 31/01/2005 | Green 31/01/2005 | Green 31/01/2005 | Green 31/01/2005 |
| | **Comment:** The new CMS-driven web site will conform to the LAWS standard. Devolved content will be subject to a vetting procedure to ensure the guidelines are followed. | | | |
| If already 'green' on R25, R26, G22 & G23 above please comment on<br><br>**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.<br><br>Otherwise you may leave this row blank. | **Comment:** | | | |
| **R27** Systems in place to ensure effective and consistent customer relationship management across access channels and to provide a 'first time fix' for citizen and business enquiries, i.e. using a common database, which holds customers records, to deliver services across different channels, and enabling joined-up and automated service delivery. | Amber 01/06/2004 | Amber 01/06/2004 | Green 31/12/2005 | Green 31/12/2005 |
| | **Comment:** The partnership is currently building CRM programme management capacity with a view to implementing all services throught the CRM and ensuring the CRM is sustainable. A CRM service delivery project manager has been appointed to address the business process reengineering associated with implementing the 672 services within the LGSL through the CRM. | | | |

| 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 |
|---|---|---|---|---|
| **R28** All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response. | Green 31/03/2005 | Green 31/03/2005 | Green 31/03/2005 | Green 31/03/2005 |
| | **Comment:** All partners are pursuing their own short term solutions in order to meet the deadline. The Countywide CRM will be used to achieve this outcome in the longer term. | | | |
| **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. | Green 31/03/2005 | Green 31/03/2005 | Green 31/03/2005 | Green 31/03/2005 |
| | **Comment:** All partners are pursuing their own short term solutions in order to meet the deadline. The Countywide CRM will be used to achieve this outcome in the longer term. | | | |
| **G24** Integration of customer relationship management systems with back office activity through use of enabling technology such as Workflow to create complete automation of business process management. | Amber 01/01/2005 | Amber 01/01/2005 | Amber 01/01/2005 | Green 31/03/2006 |
| | **Comment:** The Countywide CRM has been implemented with the Oracle workflow module. Process maps have been created for all services enabled through the CRM. | | | |
| **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 31/05/2005 | Green 31/05/2005 | Green 31/05/2005 | Green 31/05/2005 |
| | **Comment:** Partners are pursuing their own interim solutions to achieve this outcome within the deadline. The Countywide CRM will be used to handle these requests in the longer term. The NE toolkit local community is currently looking at the LGSL to determine those services which may be effected by a change of address. | | | |
| If already 'green' on R27, R28, R29, G24 & G25 above please comment on<br><br>**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.<br><br>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 |
| --- | --- | --- | --- | --- |

## 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 01/04/2005 | Green 01/04/2005 | Green 01/04/2005 | Green 01/04/2005 |
| **Comment:** Funding has been approved to recruit an e-government programme manager but this post is proving difficult to fill. It is proposed therefore, to fill this role internally together with assistance/consultancy from the IDeA ISU. | | | | |
|    iii) customer services management | Amber 01/04/2004 | Amber 01/04/2004 | Amber 01/04/2004 | Green 31/03/2006 |
| **Comment:** | | | | |
| ● 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 01/01/2005 | Amber 01/01/2005 | Amber 01/01/2005 | Green 31/03/2006 |
| **Comment:** The Authority is currently in the middle of developing a competencies programme for all staff. We will, however, use any guidance provided by the IDeA with reference to the 'key' e-government roles. | | | | |
| ● Establishment of an e-delivery programme board | Green 01/04/2004 | Green 01/04/2004 | Green 01/04/2004 | Green 01/04/2004 |
| **Comment:** The Authority has had an IEG working group comprising of heads of service for some years. However the role of this group is being refined to provide a focus on e-service delivery. | | | | |
| ● Use of formalised programme & project management methodologies (e.g. PRINCE2) to support e-delivery programme | Amber 01/04/2004 | Amber 01/04/2004 | Green 31/12/2005 | Green 31/12/2005 |
| **Comment:** Several IT & non-IT staff are PRINCE2 accredited and the Authority plans to adopt a 'lite' version of PRINCE2 as its formal project management methodology. | | | | |
| ● Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures | Green 31/03/2005 | Green 31/03/2005 | Green 31/03/2005 | Green 31/03/2005 |
| **Comment:** Issues surrounding e-government projects have been identified with service heads and e-champions. | | | | |
| ● Use of customer consultation/research to inform development of corporate e-government strategy | Green 01/04/2004 | Green 01/04/2004 | Green 01/04/2004 | Green 01/04/2004 |
| **Comment:** The Authority has carried out its own consultation, and the CDeGP has also carried out consultation county-wide. | | | | |

18

| Change Management Area | Current Status | Anticipated status at 30/09/2005 | Anticipated status at 31/12/2005 | Anticipated status at 31/03/2006 |
|---|---|---|---|---|
| | The results are being used to inform the development of an e-government strategy. | | | |
| ● Establishment of policy for addressing social inclusion within corporate e-government strategy | Amber 31/03/2005 | Amber 31/03/2005 | Green 31/12/2005 | Green 31/12/2005 |
| | **Comment:**Work will commence on this in the new year. | | | |
| ● Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act) | Green 01/04/2004 | Green 01/04/2004 | Green 01/04/2004 | Green 01/04/2004 |
| | **Comment:**The Authority has a FOI working group chaired by a head of service. It is hoped that approval will be given in 2005/06 for the appointment of a post with specific responsibility for Information management and FOI and Data Protection compliance. | | | |
| ● Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework (see http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf & http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf) and designation of an Information Sharing Officer | Amber 31/03/2005 | Amber 31/03/2005 | Amber 31/03/2005 | Green 31/03/2006 |
| | **Comment:**CDeGP to develop protocols based on outcomes of FAME national project. | | | |
| ● Establishment of partnerships for the joint (aggregated) procurement of broadband services | Green 01/04/2004 | Green 01/04/2004 | Green 01/04/2004 | Green 01/04/2004 |
| | **Comment:**The Authority has already used ADIT North East to procure its replacement PBX and will also continue to work closely with the other partners within the CDeGP. | | | |
| ● Engagement with intermediaries re addressing issues of take up and efficiency in the delivery of e-government services (e.g. Citizens Advice Bureaux) and including intermediaries component of Government Connect (see http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf & http://www.govconnect.gov.uk/ccm/portal) | Red 01/04/2004 | Red 01/04/2004 | Amber 31/12/2005 | Green 31/03/2006 |
| | **Comment:**Work will commence on this next year. | | | |
| ● Compliance with BS 7799 on information security management | Amber 01/11/2004 | Amber 01/11/2004 | Amber 01/11/2004 | Green 31/03/2006 |
| | **Comment:**The Authority is currently in the process of implementing recommendations from the Audit Commission on information security. This involves developing and implementing BS7799 compliant policies and procedures. | | | |
| ● Implementation of Benefits Realisation Plan for delivery of local e-government programme strategic objectives | Amber 31/03/2005 | Amber 31/03/2005 | Amber 31/03/2005 | Amber 31/03/2005 |
| | **Comment:**Work will commence on this next year. | | | |
| ● 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) | Amber 31/03/2005 | Amber 31/03/2005 | Amber 31/03/2005 | Green 31/03/2006 |
| | **Comment:**Work will commence on this in 2005. | | | |
| ● Planned compliance to HMG Security and authentication frameworks through commitment to citizen, employee and volunteer account registration in Government Connect (see http://www.govconnect.gov.uk/ccm/portal) | Amber 31/03/2005 | Amber 31/03/2005 | Amber 31/03/2005 | Amber 31/03/2005 |
| | **Comment:**Work will commence on this in 2005. | | | |
| ● 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 01/04/2004 | Red 01/04/2004 | Amber 31/12/2005 | Green 31/03/2006 |
| | **Comment:**Work will commence on this in 2005. | | | |

| Change Management Area | Current Status | Anticipated status at 30/09/2005 | Anticipated status at 31/12/2005 | Anticipated status at 31/03/2006 |
|---|---|---|---|---|
| | | | | |
| ● 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:** | | | | |
| 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) | Amber 31/03/2005 | Amber 31/03/2005 | Amber 31/03/2005 | Green 31/03/2006 |
| **Comment:** CDeGP is looking at Kent connects to develop authentication processes for local authorities transactions. | | | | |
| ● Connection to Directgov (see http://www.direct.gov.uk) from corporate website and partnership portal(s) | Green 01/04/2004 | Green 01/04/2004 | Green 01/04/2004 | Green 01/04/2004 |
| **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 31/03/2005 | Green 31/03/2005 | Green 31/03/2005 | Green 31/03/2005 |
| **Comment:** The Authority has designated specialists in all departments. | | | | |

| Change Management Area | Current Status | Anticipated status at 30/09/2005 | Anticipated status at 31/12/2005 | Anticipated status at 31/03/2006 |
|---|---|---|---|---|
| ● Regularly-maintained link from Local Land & Property Gazetteer (LLPG) to National Land & Property Gazetteer (NLPG) (see http://www.nlpg.org.uk) | Green 01/04/2004 | Green 01/04/2004 | Green 01/04/2004 | Green 01/04/2004 |
| **Comment:** The Authority updates the NLPG on a regular basis. | | | | |
| ● Connection to National Land Information Service (NLIS) at Level 3 (see http://www.nlis.org.uk) | Green 01/04/2004 | Green 01/04/2004 | Green 01/04/2004 | Green 01/04/2004 |
| **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 01/01/2006 | Red 01/01/2006 | Red 01/01/2006 | Green 31/03/2006 |
| **Comment:** Deep links will be established to the County Council's web site. | | | | |

## 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 | | | | Forecast |
| --- | --- | --- | --- | --- | --- | --- |
| | | 01/02 | 02/03 | 03/04 | 04/05 | 05/06 |
| **Providing information:**<br>● Total types of interaction e-enabled<br>● % e-enabled | 94 % | ● 0<br>● 0.00 % | ● 0<br>● 0.00 % | ● 133<br>● 31.22 % | ● 423<br>● 99.30 % | ● 426<br>● 100.00 % |
| **Collecting revenue:**<br>● Total types of interaction e-enabled<br>● % e-enabled | 87 % | ● 0<br>● 0.00 % | ● 0<br>● 0.00 % | ● 1<br>● 14.29 % | ● 7<br>● 100.00 % | ● 7<br>● 100.00 % |
| **Providing benefits & grants:**<br>● Total types of interaction e-enabled<br>● % e-enabled | 78 % | ● 0<br>● 0.00 % | ● 0<br>● 0.00 % | ● 0<br>● 0.00 % | ● 6<br>● 100.00 % | ● 6<br>● 100.00 % |
| **Consultation:**<br>● Total types of interaction e-enabled<br>● % e-enabled | 86 % | ● 0<br>● 0.00 % | ● 0<br>● 0.00 % | ● 1<br>● 5.56 % | ● 14<br>● 77.78 % | ● 18<br>● 100.00 % |
| **Regulation (such as issuing licenses):**<br>● Total types of interaction e-enabled<br>● % e-enabled | 76 % | ● 0<br>● 0.00 % | ● 0<br>● 0.00 % | ● 0<br>● 0.00 % | ● 28<br>● 77.78 % | ● 36<br>● 100.00 % |
| **Applications for services:**<br>● Total types of interaction e-enabled<br>● % e-enabled | 83 % | ● 0<br>● 0.00 % | ● 0<br>● 0.00 % | ● 22<br>● 14.86 % | ● 77<br>● 52.03 % | ● 148<br>● 100.00 % |
| **Booking venues, resources & courses:**<br>● Total types of interaction e-enabled<br>● % e-enabled | 78 % | ● 0<br>● 0.00 % | ● 0<br>● 0.00 % | ● 0<br>● 0.00 % | ● 0<br>● 0.00 % | ● 7<br>● 100.00 % |
| **Paying for goods & services:**<br>● Total types of interaction e-enabled<br>● % e-enabled | 80 % | ● 0<br>● 0.00 % | ● 0<br>● 0.00 % | ● 2<br>● 3.45 % | ● 58<br>● 100.00 % | ● 58<br>● 100.00 % |
| **Providing access to community, professional or business networks:**<br>● Total types of interaction e-enabled<br>● % e-enabled | 82 % | ● 0<br>● 0.00 % | ● 0<br>● 0.00 % | ● 7<br>● 3.50 % | ● 198<br>● 99.00 % | ● 200<br>● 100.00 % |
| **Procurement:**<br>● Total types of interaction e-enabled<br>● % e-enabled | 73 % | ● 0<br>● 0.00 % | ● 0<br>● 0.00 % | ● 0<br>● 0.00 % | ● 0<br>● 0.00 % | ● 3<br>● 100.00 % |
| **Total:**<br>● **Total types of interaction e-enabled**<br>● **% e-enabled** | 86 % | ● **0**<br>● **0.00 %** | ● **0**<br>● **0.00 %** | ● **166**<br>● **18.26 %** | ● **811**<br>● **89.22 %** | ● **909**<br>● **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.

| | Actual | | Forecast | | |
|---|---|---|---|---|---|
| E-enablement & Main E-Access Channel Take-Up | 03/04 | 04/05 | 05/06 | 06/07 | 07/08 |
| **Local Service Websites** | | | | | |
| ● Page impressions (annual) | 497,000 | 507,691 | 2,280,000 | 2,510,000 | 2,760,000 |
| ● Unique users, i.e. separate individuals visiting website (annual) | 106,000 | 85,624 | 132,000 | 145,000 | 160,000 |
| ● Number of e-enabled payment transactions accepted via website | 10 | 420 | 450 | 470 | 500 |
| ● Number of change of address notifications accepted via website | 0 | 2 | 10 | 20 | 30 |
| | **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 | 300 | 3,524 | 4,000 | 4,250 | 4,500 |
| ● Number of change of address notifications accepted via telephone | 1,500 | 1,680 | 1,750 | 1,900 | 2,000 |
| | **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 &amp; home visits)* | | | | | |
| ● Number of e-enabled payment transactions accepted via personal contact | 3,410 | 5,000 | 5,100 | 5,200 | 5,300 |
| ● Number of change of address notifications accepted via personal contact | 1,840 | 1,700 | 1,600 | 1,400 | 1,200 |
| | **Comment:** | | | | |
| **Other Electronic Media** *(e.g. BACS, text messaging)* | | | | | |
| ● Number of e-enabled payment transactions accepted via BACS | 122,000 | 131,000 | 139,000 | 147,000 | 155,000 |
| ● Number of e-enabled payment transactions accepted via text message or other electronic form | 125,000 | 127,000 | 130,000 | 133,000 | 137,000 |

| | 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 | 1,480 | 0 | 2,500 | 3,000 | 3,800 |
| | **Comment:** | | | | |
| **Non Electronic** *(e.g. cash office, post)* | | | | | |
| ● Number of payments accepted by cheque or other non-electronic form | 151,400 | 150,000 | 148,000 | 146,000 | 144,000 |
| ● Number of change of address notifications accepted via non-electronic form | 9,190 | 8,630 | 8,200 | 8,000 | 7,500 |
| | **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 | | | 50,000 | | |
| Comment: | | | | | |
| ● your council's nominal pro rata share of ODPM Local e-Government Partnership Programme capital grant allocated in your area | 0 | 81,000 | 0 | 0 | 0 |
| Comment:WVDC's share of the CDeGP CRM funding | | | | | |
| ● financial contribution from public-private partnerships | 0 | 0 | 0 | 0 | 0 |
| Comment: | | | | | |
| ● resources being applied from internal revenue and capital budgets to implement e-government | 400,000 | 105,000 | 107,000 | 110,000 | 115,000 |
| Comment:Budgets for 2005/06 onwards have not yet been set so these figures are estimates only. | | | | | |
| ● other resources (e.g. training) (please specify) | 35,000 | 15,000 | 10,000 | 10,000 | 10,000 |
| Comment:£5k p.a. on PRINCE2 training etc.; £5k p.a. on ECDL training; £5k p.a. on other e-gov. traininig | | | | | |
| ● 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 | 158,000 | 0 | 0 | 0 | 0 |
| Comment:£70k Planning Delivery Grant; £70k DWP DIP/Workflow grant; £18k DWP homeworking grant | | | | | |
| **TOTAL** | **993,000** | **551,000** | **317,000** | **120,000** | **125,000** |

## Section 6 - Local e-Government Programme Efficiency Gains

The calculation of efficiency gains from local e-government has been designed to align with the approach to measuring achievement against the efficiency gains target set out in the January 2005 Efficiency Technical Note (ETN) for Local Government. Links to listed websites in the table Notes also offer a key source of support in calculating figures.

| | Backward Look (£) | | Forward Look (£) | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | 04/05 | | 05/06 | | 06/07 | | 07/08 | |
| Efficiency Gains | Annual gain | ...of which cashable | Expected annual gain | ...of which cashable | Expected annual gain | ...of which cashable | Expected annual gain | ...of which cashable |
| Corporate services, of which: | | | | | | | | |
| ● e-recruitment | 2,300 | 800 | 2,400 | 820 | 2,500 | 840 | 2,600 | 860 |
| | **Comment:** Annual gains are based on staff time saved as a result of downloadable applications and stationery/postage savings. The 2004/05 figures are based upon 2000 downloaded forms per annum. Subsequent figures are based on a modest increase in downloaded forms each year. | | | | | | | |
| ● e-payments | **Comment:** | | | | | | | |
| ● corporate services efficiencies not covered above | 1,200 | 1,000 | 1,200 | 1,000 | 1,200 | 1,000 | 1,200 | 1,000 |
| | **Comment:** 2004/05 annual gains are based on committee minutes and agendas being available online thereby saving both staff time and postage/stationery costs. Subsequent years figures have been kept constant. | | | | | | | |
| e-Procurement, of which: | | | | | | | | |
| ● Service specific | **Comment:** | | | | | | | |
| ● Cross-cutting e-procurement efficiencies not covered above | 350,000 | 350,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 | 10,000 |
| | **Comment:** 2004/05 gains are based on a £30,000 saving arising from joint purchase of a new telephone switchboard and a £320,000 saving arising from joint purchase of a CRM system as part of the County Durham e-government Partnership initiative. 2005/06 figures and beyond assume savings arising from improved procurement methods within the Authority. | | | | | | | |
| Productive time, of which: | | | | | | | | |

| Efficiency Gains | Backward Look (£) | | Forward Look (£) | | | | | |
|---|---|---|---|---|---|---|---|---|
| | 04/05 | | 05/06 | | 06/07 | | 07/08 | |
| | Annual gain | ...of which cashable | Expected annual gain | ...of which cashable | Expected annual gain | ...of which cashable | Expected annual gain | ...of which cashable |
| ● Service specific | 300 | 0 | 330 | 0 | 360 | 0 | 400 | 0 |
| | **Comment:** The above are based on staff time savings arising from customers using electronic forms on the Authority's website. Total estimated number of e-forms are approximately 350 per annum. However this is expected to rise once the Authority begins to more effectively market its website. | | | | | | | |
| ● Cross-cutting productive time efficiencies not covered above | 20,000 | 0 | 20,000 | 0 | 20,000 | 0 | 20,000 | 0 |
| | **Comment:** The 2004/05 saving is based upon a 2% efficiency for those staff (approximately 50 per annum) who have undertaken the European Computer Driving Licence qualification. For 2005/06 and beyond this assumes a similar number of staff completing the ECDL qualification each year. | | | | | | | |
| Transactions | **Comment:** | | | | | | | |
| Miscellaneous efficiencies not covered above | **Comment:** | | | | | | | |
| **TOTAL EFFICIENCY GAINS - GROSS** | **373,800** | **351,800** | **33,930** | **11,820** | **34,060** | **11,840** | **34,200** | **11,860** |
| LESS e-government implementation expenditure | 551,000 | | 317,000 | | 120,000 | | 125,000 | |
| | **Comment:** | | | | | | | |
| **TOTAL EFFICIENCY GAINS - NET** | **-,177,200** | | **-,283,070** | | **-85,940** | | **-90,800** | |