



IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2005 (IEG5)

"Meeting the targets for e-government"

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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 E-government strategy Develop partnerships	{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 4 document 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 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
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
Comment: The County Council has developed URLs based on LAWS and deep links have been established and are being maintained by Wear Valley DC (see below). "Information about the LEA's admissions procedures is available on the DCC website, along with advice to parents about schools for which an alternative body is the admissions authority. Redesign of pages on the DCC website is to take place with the aim of rationalising the available information concerning school admissions and making it available through a common channel. Integration of the online admissions system within the facility is planned. This information is available to all our partners (it can also be made available through the CRM Self-Service Portal when launched) through the DCC website and contact centres. (see http://www.durham.gov.uk/durhamcc/usp.nsf/pws/Education+-+Admissions)"			
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
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: This is a county council function.		
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
Comment: The County Council has developed URLs based on LAWS and deep links have been established and are being maintained by Wear Valley DC.			

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
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	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)"		
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
	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
	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
	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
	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.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
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
	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: We are a member of the North East Connects e-democracy project and will use outputs from this project. We will then conduct a survey to gauge public opinion of the changes implemented.		
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	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.		
R8 Online receipt and processing of planning and building control applications.	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	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
	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	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:		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R9 Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.	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	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. Achieving this outcome is part of the remit of a Business Analyst recently appointed by CDeGP.		
G9 Regional co-operation on e-procurement between local councils.	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:		
E6 Inclusion of Small and Medium Enterprises (SMEs) in e-procurement programme, in order to promote the advantages of e-procurement to local suppliers and retain economic development benefits within local community;	Comment:		
E7 Agreed targets (please specify) for efficiency savings by December 2005, including the % of undisputed invoices paid in 30 days (BVPI 8). Otherwise you may leave these rows blank.	Comment:		
R10 Online facilities to be available to allow payments to the council in ways that engender public trust and confidence in local government electronic payment solutions (e.g. email receipting/proof of payment, supply of automatic transaction ID numbers).	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	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
	Comment: Increased numbers of payers using direct debit/internet/debit cards achieved. Increased collection rates have also been achieved in recent years.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
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
	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	Comment:		
E8 Provision of facilities for making credit or debit card payments via SMS text message for parking fines (mobile phone).			
E9 Adoption of smart cards as standard for stored payments (e.g. replacing swipe cards).	Comment: In a similar fashion to G12, Wear Valley District Council will work with North East Connects to address the business case for E9 on a regional basis. This activity will entail the aggregation of requirements to define economies of scale in deploying smart cards as a standard for stored payments, etc., across the region.		
E10 Agreed baseline and targets for reductions in unit costs of payment transactions. Otherwise you may leave these rows blank.	Comment:		
R12 Online renewal and reservations of library books and catalogue search facilities.	Green 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.	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.		
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	Green 31/03/2006
	Comment: North East Connects, supported by NERSC, has facilitated a workshop to offer general advice on G12 and to specifically address the requirements of Sports & Leisure services, Library Services, and eGov programme plans, on a regional scale. Moving forward, Wear Valley District Council will now work with the Region to establish local requirements, to confirm our individual position with back office strategy for Library and Leisure Services, and to identify opportunities and make plans for smartcard interfaces. In doing so, Wear Valley District Council will support NEC with its plans to provide the capability for smart card issuance online, at a regional level.		
If already 'green' on R12, R13 & G12 above please comment on	Comment:		
E11 Agreed baseline and targets for take-up of library, sports & leisure services online, including targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank.			

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
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
	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
	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
	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
	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 E12 Agreed baseline and targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank.	Comment: BVPI103 does not apply to district councils.		
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	Green 31/12/2005	Green 31/12/2005
	Comment: The Benefits and Revenues e-Government User Group 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.		
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
	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
	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 E13 Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals.	Comment:		
E14 Pre-qualification of Council Tax and Housing Benefit claimants for other eligible entitlements (e.g. school uniform grants, free school meals), including pre-filling of relevant claim forms. Otherwise you may leave these rows blank.	Comment:		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R18 Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.	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
	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.	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.	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. A pathway team for 'The Dales' (i.e. Teesdale and Wear Valley) has now been established.		
If already 'green' on R18, R19, G16 & G17 above please comment on E15 Agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVPI 57). Otherwise you may leave this row blank.	Comment:		
R20 Email and Internet access provided for all Members and staff that establish a need for it.	Green 31/03/2005	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
	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
	Comment: The Authority has a homeworking policy and several users work from home on a regular basis.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<p>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").</p>	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.		
<p>If already 'green' on R20, R21, R22 & G18 above please comment on</p> <p>E16 Agreed targets for baseline and efficiency savings arising from the introduction of new ways of working.</p> <p>Otherwise you may leave this row blank.</p>	Comment: Homeworking is being piloted, mainly within the Benefits service. Early evidence shows a significant increase in productivity by those individuals working from home. This will be used as a benchmark for further homeworking projects.		
<p>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).</p>	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.		
<p>R24 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.</p>	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.		
<p>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).</p>	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.		
<p>G20 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI).</p>	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.		
<p>G21 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk).</p>	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.		
<p>If already 'green' on R23, R24, G19, G20 & G21 above please comment on</p> <p>E17 Agreed baseline and targets for efficiency savings based around improved accessibility of services and information.</p> <p>Otherwise you may leave this row blank.</p>	Comment:		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
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
	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
	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
	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
	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 E18 Agreed baseline and take-up targets for migration of local authority business to e-access channels (e.g. web, telephone contact centres, Interactive Digital TV, mobile telephone) by 2005/06, including efficiency savings. Otherwise you may leave this row blank.	Comment: During this forthcoming financial year the Council will work towards developing e-take up targets.		
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	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 through 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.		
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
	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.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<p>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.</p>	<p>Green 31/03/2005</p>	<p>Green 31/03/2005</p>	<p>Green 31/03/2005</p>
	<p>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.</p>		
<p>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.</p>	<p>Amber 01/01/2005</p>	<p>Amber 01/01/2005</p>	<p>Green 31/03/2006</p>
	<p>Comment: The Countywide CRM has been implemented with the Oracle workflow module. Process maps have been created for all services enabled through the CRM.</p>		
<p>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.</p>	<p>Green 31/05/2005</p>	<p>Green 31/05/2005</p>	<p>Green 31/05/2005</p>
	<p>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.</p>		
<p>If already 'green' on R27, R28, R29, G24 & G25 above please comment on</p>	<p>Comment:</p>		
<p>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.</p>			
<p>Otherwise you may leave this row blank.</p>			

Section 2 - Change Management (self-assessment)

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

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> Appointment of people to the following key local e-government functions in your Council (see http://www.idea-knowledge.gov.uk/idk/aio//206757): 			
i) Member & officer e-champions	Green 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
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	Green 31/03/2006
Comment:			
<ul style="list-style-type: none"> Inclusion of competency development of the above key functions and training for staff affected by e-Government projects, within the Council's workforce development planning (for more information about the e-capacity Building Programme see http://www.lamip.org/MicroSites/eCapacityBuilding/Pages/TemplateUser.aspx?PageType=StandardContent&XSL=standardcontent&Key=1) 	Amber 01/01/2005	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.			
<ul style="list-style-type: none"> Establishment of an e-delivery programme board 	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.			
<ul style="list-style-type: none"> Use of formalised programme & project management methodologies (e.g. PRINCE2) to support e-delivery programme 	Amber 01/04/2004	Green 31/12/2005	Green 31/12/2005
Comment: We are an Early Adopter of the e-Government Capacity Building Programme and have been testing their programme and project management methodologies. We are currently using the 'Project Management Handbook' together with the associated processes and templates to manage the introduction of corporate EDRMS.			

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures 	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
<p>Comment:We are an Early Adopter of the e-Government Capacity Building Programme and have been testing their programme and project management methodologies including their guidance on Risk Management. We are currently using the 'Project Management Handbook' together with the associated processes and templates to manage the introduction of corporate EDRMS, including an associated risk register. The corporate risk register will be updated as this project progresses.</p>			
<ul style="list-style-type: none"> 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
<p>Comment:The Authority has carried out its own consultation, and the CDeGP has also carried out consultation county-wide. The results are being used to inform the development of an e-government strategy.</p>			
<ul style="list-style-type: none"> Establishment of policy for addressing social inclusion within corporate e-government strategy 	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
<p>Comment:Work will commence on this in the new year.</p>			
<ul style="list-style-type: none"> Identification of the specific needs of the most disadvantaged groups and exploring how Information Communication Technologies (ICT) can help to address these needs (see http://www.socialinclusion.gov.uk/page.asp?id=583) 	Red	Red	Red
<p>Comment:</p>			
<ul style="list-style-type: none"> Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act), including information sharing and data quality audit procedures 	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004
<p>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.</p>			
<ul style="list-style-type: none"> Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework (see http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf & http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf) and designation of an Information Sharing Officer 	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
<p>Comment:CDeGP to develop protocols based on outcomes of FAME national project.</p>			
<ul style="list-style-type: none"> Establishment of partnerships for the joint (aggregated) procurement of broadband services 	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004
<p>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.</p>			
<ul style="list-style-type: none"> Engagement with intermediaries re addressing issues of take up and efficiency in the delivery of e-government services (e.g. Citizens Advice Bureaux) and including intermediaries component of Government Connect (see http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf & http://www.govconnect.gov.uk/ccm/portal) 	Red 01/04/2004	Amber 31/12/2005	Green 31/03/2006
<p>Comment:Work will commence on this next year.</p>			






Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> Compliance with BS 7799 on information security management 	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.			
<ul style="list-style-type: none"> 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
Comment: Work will commence on this next year.			
<ul style="list-style-type: none"> Completion of mapping of Local Government Services List transactions against approved security levels (0-3) (see http://www.esd.org.uk/standards/lgs/lgs.doc & http://www.authentication.org.uk/levels.asp & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc) 	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
Comment: Work will commence on this in 2005.			
<ul style="list-style-type: none"> Planned compliance to HMG Security and authentication frameworks through commitment to citizen, employee and volunteer account registration in Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) 	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005
Comment: Work will commence on this in 2005.			
<ul style="list-style-type: none"> Compliance with an independent trust scheme approval process designed to provide assurance for individuals and companies using or relying upon e-business transactions (see www.tscheme.org) and which will work with Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) 	Red 01/04/2004	Amber 31/12/2005	Green 31/03/2006
Comment: Work will commence on this in 2005.			
<ul style="list-style-type: none"> Use of Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) to support: <ul style="list-style-type: none"> i) personalisation & registration for services categorised at security levels '0' and '1' through the citizen account ii) adoption of Unique IDentifiers (UIDs) and associated standards, as designated in Government Connect iii) the bereavement journey & closing of accounts (see http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp) iv) citizen & business authentication for services for services categorised at security levels 0-3 v) registration & authentication of employees for internal and cross-agency services vi) corporate approach to collection of e-payments vii) cross agency secure transactions (Government to Government) 			
	Red 01/09/2005	Red 01/09/2005	Red 01/09/2005
Comment:			
	Red 01/09/2005	Red 01/09/2005	Red 01/09/2005
Comment:			
	Red 01/09/2005	Red 01/09/2005	Red 01/09/2005
Comment:			
	Red 01/09/2005	Red 01/09/2005	Red 01/09/2005
Comment:			
	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
Comment:			
	Red 01/09/2005	Red 01/09/2005	Red 01/09/2005
Comment:			

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
viii) account structures for citizens, businesses, property, voluntary & community bodies, schools and parishes	Red 01/09/2005	Red 01/09/2005	Red 01/09/2005
Comment:			
ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local Area Agreements (where in place)	Red 01/09/2005	Red 01/09/2005	Red 01/09/2005
Comment:			
x) GC Register (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Red 01/09/2005	Red 01/09/2005	Red 01/09/2005
Comment:			
xi) GC Exchange (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Red 01/09/2005	Red 01/09/2005	Red 01/09/2005
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	Green 31/03/2006
Comment: CDeGP is looking at Kent connects to develop authentication processes for local authorities transactions.			
• Enable Directgov (see www.direct.gov.uk) to deeplink into service pages on local authority websites, by providing & maintaining URL data, based on Local Government Service & Interaction lists, standard schemas and formats, as directed by the Local Directgov programme (see http://www.localgov.gov.uk/localdirectgov/ieg5)	Amber 07/11/2005	Green 31/12/2005	Green 31/12/2005
Comment:			
• Reciprocal 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
Comment:			
• Introduction of Digital Interactive TV services (see http://www.digitv.org.uk)	Red	Red	Red
Comment:			
• Establishment of dedicated telephone contact centre(s) services	Red	Red	Red
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
Comment: The Authority has designated specialists in all departments.			
• 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
Comment: The Authority updates the NLPG on a regular basis.			
• Local Land & Property Gazetteer (LLPG) linked to Customer Relationship Management (CRM) systems	Green 01/09/2005	Green 01/09/2005	Green 01/09/2005
Comment:			
• 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
Comment:			

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> Introduction and maintenance of an online service directory for Children's services for professionals working with children & young people, and allowing public access where possible (for further information see http://www.dfes.gov.uk/isa) 	Red 01/01/2006	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: ● Total types of interaction e-enabled ● % e-enabled	99 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 133 ● 31.22 %	● 423 ● 99.30 %	● 426 ● 100.00 %
Collecting revenue: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 1 ● 14.29 %	● 7 ● 100.00 %	● 7 ● 100.00 %
Providing benefits & grants: ● Total types of interaction e-enabled ● % e-enabled	96 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 6 ● 100.00 %	● 6 ● 100.00 %
Consultation: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 1 ● 5.56 %	● 14 ● 77.78 %	● 18 ● 100.00 %
Regulation (such as issuing licenses): ● Total types of interaction e-enabled ● % e-enabled	94 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 28 ● 77.78 %	● 36 ● 100.00 %
Applications for services: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 22 ● 14.86 %	● 77 ● 52.03 %	● 148 ● 100.00 %
Booking venues, resources & courses: ● Total types of interaction e-enabled ● % e-enabled	93 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 7 ● 100.00 %
Paying for goods & services: ● Total types of interaction e-enabled ● % e-enabled	95 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 2 ● 3.45 %	● 58 ● 100.00 %	● 58 ● 100.00 %
Providing access to community, professional or business networks: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 7 ● 3.50 %	● 198 ● 99.00 %	● 200 ● 100.00 %
Procurement: ● Total types of interaction e-enabled ● % e-enabled	95 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 3 ● 100.00 %
Total: ● Total types of interaction e-enabled ● % e-enabled	98 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 166 ● 18.26 %	● 811 ● 89.22 %	● 909 ● 100.00 %

Section 4 - Access Channel Take-Up

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

E-enablement & Main E-Access Channel Take-Up	Actual		Forecast		
	03/04	04/05	05/06	06/07	07/08
Local Service Websites					
• Page impressions (annual)	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
• Number of planning applications accepted via website (including through the Planning Portal)					
	Comment:				
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	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>(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	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 <i>(e.g. BACS, text messaging)</i>					
• Number of e-enabled payment transactions accepted via BACS	122,000	131,000	139,000	147,000	155,000

E-enablement & Main E-Access Channel Take-Up	Actual		Forecast		
	03/04	04/05	05/06	06/07	07/08
• Number of e-enabled payment transactions accepted via text message or other electronic form	125,000	127,000	130,000	133,000	137,000
• 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	0	0	50,000	0	0
	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. training				
• 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	Expected annual gain	...of which cashable
Efficiency Gains	Annual gain	Expected annual gain	Expected annual gain	Expected annual gain	Expected annual gain	...of which cashable
Corporate services, of which:						
● e-recruitment	2,300	2,400	2,500	2,600	2,600	860
	Comment: Annual gains are based on staff time saved as a result of downloadable applications and stationary/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	400	400	400	400	400	200
	Comment:					
● corporate services efficiencies not covered above	1,200	1,200	1,200	1,200	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/stationary costs. Subsequent years figures have been kept constant.					
e-Procurement, of which:						
● Service specific	1,600	1,600	1,600	1,600	1,600	0
	Comment:					
● Cross-cutting e-procurement efficiencies not covered above	350,000	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:						

	Backward Look (£)		Forward Look (£)			
	04/05	05/06	06/07		07/08	
Efficiency Gains	Annual gain	Expected annual gain	Expected annual gain	Expected annual gain	Expected annual gain	Expected annual gain
• Service specific	300	330	360	400	0	0
• Cross-cutting productive time efficiencies not covered above	20,000	20,000	20,000	20,000	20,000	0
Transactions	0	0	100	100	0	0
Miscellaneous efficiencies not covered above	0	0	0	0	0	0
TOTAL EFFICIENCY GAINS - GROSS	375,800	35,930	36,160	36,300	12,040	12,060
LESS e-government implementation expenditure	551,000	317,000	120,000	125,000		
TOTAL EFFICIENCY GAINS - NET	-175,200	-281,070	-83,840	-88,700		