

CABINET

Thursday, 8 December 2005

10.00 a.m.

Conference Room 1,
Council Offices,
Spennymoor

AGENDA and REPORTS

AGENDA

1. DECLARATIONS OF INTEREST

To notify the Chairman of any items that appear in the agenda in which you may have an interest.

2. APOLOGIES

3. MINUTES

To confirm as a correct record the minutes of the meeting held on 24th November 2005. (Pages 1 - 4)

KEY DECISION

RESOURCE MANAGEMENT PORTFOLIO

4. CHIEF EXECUTIVES DEPARTMENT STAFFING ESTABLISHMENT - STRATEGY AND REGENERATION (KEY DECISION)

Report of Chief Executive Officer. (Pages 5 - 18)

OTHER DECISIONS

REGENERATION PORTFOLIO

5. COMMUNITY REGENERATION BUDGET 2004/05 AND 2005/06

Report of Head of Strategy and Regeneration. (Pages 19 - 24)

CULTURE AND RECREATION PORTFOLIO

6. SPORTS DEVELOPMENT - LEISURE CENTRE PROGRAMMING

Report of Director of Leisure Services. (Pages 25 - 34)

PERFORMANCE MANAGEMENT PORTFOLIO

7. IMPLEMENTING ELECTRONIC GOVERNMENT STATEMENT (IEG5)

Report of Director of Resources. (Pages 35 - 74)

MINUTES

8. OVERVIEW AND SCRUTINY COMMITTEE 3

To consider the minutes of the meeting held on 8th November 2005 and the special meeting held on 28th November 2005. (Pages 75 - 82)

9. AREA FORUMS

To consider the minutes of the following meetings:

(a) Area 3 Forum - 9th November 2005 (Pages 83 - 88)

(b) Area 4 Forum - 15th November 2005 (Pages 89 - 94)

EXEMPT INFORMATION

The following item is not for publication by virtue of Paragraph 1 of Part 1 of Schedule 12 A of the Local Government Act 1972. As such it is envisaged that an appropriate resolution will be passed at the meeting to exclude the press and public.

OTHER DECISION

CULTURE AND RECREATION PORTFOLIO

10. CHANGES TO STAFFING STRUCTURE - LEISURE SERVICES DEPARTMENT - MAINTENANCE TEAM

Joint report of Chief Executive Officer and Director of Leisure Services. (Pages 95 - 100)

11. ANY OTHER BUSINESS

Lead Members are requested to inform the Chief Executive Officer or Head of Democratic Services of any items they might wish to raise under this heading by no later than 12 noon on the day preceding the meeting. This will enable the Officers in consultation with the Chairman to determine whether consideration of the matter by the Cabinet is appropriate.

N. Vaulks
Chief Executive Officer

Council Offices
SPENNYMOOR
30th November 2005

Councillor R.S. Fleming (Chairman)

Councillors Mrs. A.M. Armstrong, Mrs. B. Graham, A. Hodgson, M. Iveson, D.A. Newell, K. Noble, J. Robinson J.P and W. Waters

ACCESS TO INFORMATION

Any person wishing to exercise the right of inspection in relation to this Agenda and associated papers should contact Gillian Garrigan, on Spennymoor 816166 Ext 4240 ggarrigan@sedgefield.gov.uk

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Item 3

SEDGEFIELD BOROUGH COUNCIL CABINET

Conference Room 1,
Council Offices,
Spennymoor

Thursday,
24 November 2005

Time: 10.00 a.m.

Present: Councillor R.S. Fleming (Chairman) and

Councillors Mrs. A.M. Armstrong, A. Hodgson, M. Iveson, D.A. Newell,
J. Robinson J.P and W. Waters

In

Attendance: Councillors W.M. Blenkinsopp, Mrs. J. Croft, V. Crosby, A. Gray,
J.E. Higgin, B. Meek, J.P. Moran, G. Morgan, Mrs. E.M. Paylor,
Mrs. I. Jackson Smith and T. Ward

Apologies: Councillors Mrs. B. Graham and K. Noble

CAB.87/05 DECLARATIONS OF INTEREST

Members had no interests to declare.

CAB.88/05 MINUTES

The Minutes of the meeting held on 10th November 2005 were confirmed as a correct record and signed by the Chairman.

CAB.89/05 HOMELESSNESS AND THE ALLOCATION OF HOUSING

The Lead Member for Housing presented a report regarding the need to adjust the operation of the Council's housing register in respect of homeless applicants. (For copy see file of Minutes).

Members noted that the high level of points currently awarded to homeless applicants gave such applicants 'outright preference' rather than 'reasonable preference' as described in the 'Code of Guidance on the Allocation of Accommodation' issued by the Office of the Deputy Prime Minister. Without changing the number of points allocated to homelessness applicants, there remained a strong incentive to apply as homeless, which resulted in the Housing Register in terms of general needs housing being effectively 'capped' by homelessness applicants.

It was therefore proposed to change the existing points system as detailed in Table 3, paragraph 3.3.2 of the report.

RESOLVED :

1. *That the changes to the allocation policy in relation to homelessness applicants be approved from end January 2006.*
2. *That a further report on the impact of the changes to the points awarded to homeless*

applicants on both homeless and general needs applicants be presented six months after the implementation of the changes.

CAB.90/05 CAPITAL BUDGETARY CONTROL REPORT 2005/06 - POSITION TO 30TH SEPTEMBER 2005

Consideration was given to a report reviewing the progress made to date in meeting the Council's spending targets and outlining developments that had occurred during the financial year, which have had an impact on the overall capital programme. (For copy see file of Minutes).

It was reported that a gross total of £5.481m had been spent in the first four months up to 30th September 2005 or 27% of the revised gross capital programme. Grants and contributions totalling £1.3m had been received in the year to date, resulting in a net spend position of £4.1m or 27% of the net capital programme of £15.2m.

The report gave details of the progress that had been made on major capital projects during 2005/06 and the total level of capital resources likely to be available to finance the 2005/06 capital programme.

- RESOLVED :*
- 1. That the six month spend position to 30th September 2005 and the proposed financing of the capital programme be noted.*
 - 2. That further reports be submitted to Cabinet detailing the position as at 31st December and final outturn as at 31st March in line with the Budgetary Control Monitoring Arrangements 2005/06.*
 - 3. That detailed reports showing progress on individual capital projects continue to be submitted to all future Strategic Working Groups in order to monitor progress throughout the year.*

CAB.91/05 REVENUE BUDGETARY CONTROL REPORT 2005/06 - POSITION TO 30TH SEPTEMBER 2005

Consideration was given to a report regarding the above. (For copy see file of Minutes).

The report gave details of the approved budget for the main portfolios for the first six months of 2005/06, the profiled budget, actual income and expenditure, projected probable outturn for 2005/06 based on spend to date and known commitments as well as variance between the annual budget and the projected probable outturn.

With regard to the General Fund, it was expected that balances amounting to £515,000 would be used compared to an original forecasted use of £800,000.

It was reported that an overspend of £201,000 was predicted in respect of the Housing Revenue Account although there would be a net contribution

to reserves as a result of the recovery of the pre-ballot LSVT costs from Sunderland Housing Group.

Members noted that the Training and Employment Service was anticipated to make an operating loss in the region of £95,000 in line with the original budget forecast.

- RESOLVED :*
1. *That the financial position for 2005/06 be noted.*
 2. *That further reports be submitted to Cabinet, detailing the position as at 31st December and final outturn as at 31st March 2006 in line with the Budgetary Control Monitoring Arrangements.*
 3. *That detailed reports be submitted to future Strategic Working Groups in order to monitor progress throughout the year at a more detailed level.*

CAB.92/05 OVERVIEW AND SCRUTINY COMMITTEE 2

Consideration was given to the minutes of the meeting of Overview and Scrutiny Committee 2 held on 25th October 2005. (For copy see file of Minutes).

Members' attention was drawn to Minute No. OSC(2).16/05 – Investing In Modern Services For Older People and the recommendation to support the recommendations outlined in the Peter Fletcher Report 2005.

- RESOLVED :* *That the Committee's recommendation be supported and appropriate action be taken.*

CAB.93/05 AREA FORUMS

Consideration was given to the Minutes of the following meetings:

- | | | |
|--------------|---|-------------------------------|
| Area 1 Forum | - | 24 th October 2005 |
| Area 2 Forum | - | 1 st November 2005 |

(For copies see file of Minutes).

- RESOLVED :* *That the reports be received.*

EXCLUSION OF PRESS AND PUBLIC

- RESOLVED:* *That in accordance with Section 100(a)(4) of the Local Government Act 1972 the press and public be excluded from the meeting for the following item of business on the grounds that it may involve the likely disclosure of exempt information as defined in Paragraphs 1 and 9 of Schedule 12a of the Act.*

**CAB.94/05 ICT MANAGEMENT JOINT ARRANGEMENT WITH WEAR VALLEY
DISTRICT COUNCIL**

Consideration was given to a report regarding a request from Wear Valley District Council to enter into a joint arrangement for the provision of ICT Management. (For copy see file of Minutes).

RESOLVED : *That the recommendation detailed in the report be adopted.*

**Published on 24th November 2005
These Minutes contain no key decisions and will be implemented immediately.**

ACCESS TO INFORMATION

Any person wishing to exercise the right of inspection, etc., in relation to these Minutes and associated papers should contact Gillian Garrigan, on Spennymoor 816166 Ext 4240 ggarrigan@sedgefield.gov.uk

Item 4

KEY DECISION

REPORT TO CABINET

8th December 2005

REPORT OF CHIEF EXECUTIVE OFFICER

Portfolio: Resource Management

**CHIEF EXECUTIVES DEPARTMENT
STAFFING ESTABLISHMENT - STRATEGY AND REGENERATION**

1. **SUMMARY**

- 1.1 The Cabinet has agreed in the Council undertaking the implementation of a Housing Land Capital Receipts Strategy. This will necessitate a number of additions to the Council's permanent staffing establishment.
- 1.2 The report details the creation of a new Capital Programmes Section within the Chief Executive's Department, as well as changes to the job description and contract status of one existing member of staff.

2. **RECOMMENDATIONS**

It is recommended that Cabinet:

2.1

1. Approves the revised staffing structure for the Strategy and Regeneration Division of the Chief Executives Department as detailed in the report, namely the creation of the following posts, (above scale 6).
 - (i) Capital Programmes Manager (POL)
 - (ii) Programme Development and Appraisal Officer (2) (POC)
 - (iii) Community Project Development Officers (2) (POA)
2. That the existing, fixed term post of Town Centre Manager for Newton Aycliffe and Spennymoor, be partially changed to reflect a development focus.

3. **STRATEGY AND REGENERATION DIVISION – STAFFING REQUIREMENT**

3.1 Following the Cabinet's agreement of the following reports it is necessary to amend the staffing structure of the Strategy and Regeneration Division within the Chief Executives' Department:

- a) The report agreed by Cabinet on 30th September 2004 in relation to a policy framework to govern the delivery of the Housing Land Capital Receipts Programme.
- b) The report agreed by Cabinet on 30th June 2005 setting out the priority investment strands and criteria for spending the Housing Land Capital receipts over the next five years.

Regeneration Capital Programme Section

3.2 The report to Cabinet of 30th June 2005 indicated that the delivery of the anticipated level of capital expenditure would require the Council to procure capital schemes in a different way to the present system, with greater use of strategic partners to provide the required design.

3.3 To facilitate this there would be a need to appoint additional core in-house staff to form a Capital Programmes Section to oversee the commissioning role, manage relationships with strategic partners, develop projects, monitor activities associated with delivery of the Programme and to provide a link to local communities and partners on the progress of approved schemes.

The required additional posts, include:

- a) Capital Programme Manager – Grade PO (L)
- b) Programme Development and Appraisal Officer x 2 – Grade PO (C)
- c) Administrative Officer – Grade Scale 4

Support for Project Development

3.4 The report approved by Cabinet on 30th June 2005 highlighted the two major elements to the investment, the Area Programmes and Strategic Investments, and the Local Improvement Programme.

3.5 Within the Area Programmes and Strategic Investments the main areas of investment were identified as:

- Significant private sector housing investment, environmental and street scene improvements.
- Development of the Borough's strategic employment sites & facilitating business development.
- Town Centre renewal to secure new retail, office, commercial and leisure activity.
- Improvements to the natural environment, underused land and buildings that might have a negative impact on the image and appearance of the Borough

3.6 As part of the staffing requirement it is proposed to utilise existing staff to best effect.

The majority of the investment strands identified above, can be delivered without changes to the establishment. However, in order to facilitate the development of Town Centre renewal, it is proposed that the existing Town Centre Manager post, be partially changed to focus upon capital project development.

- 3.7 Arising from the above arrangements and based on the experience of managing external funding programmes some additional Accountancy Services (Resources Department) staff may be required. There could also be a need for some additional in-house design staff capacity to provide technical support to the Capital Programmes Section and additional pressure on legal services to ensure that the Council is permitted to spend resources on proposed interventions. These staffing requirements will be considered further as the Programme advances.
- 3.8 It is also recognised that may be additional staffing requirements within service departments for the delivery of individual projects funded through this initiative. For example, in order to progress the major housing market renewal programmes, or to ensure the sustainability of social benefits from physical interventions in Ferryhill Station, Dean Bank and Chilton, will require increased capacity within the Neighbourhood Services Department. The Director of Neighbourhood Services will prepare a separate report in relation to these requirements. Project related staffing, would be dealt with on an individual case basis within the costing for those individual projects.

Local Improvement Programme

- 3.9 The purpose of this part of the programme is to improve community assets and support community engagement in the regeneration of local areas. As part of this, local communities, Area Forums and partner Town and Parish Councils can determine a proposed series of works against criteria agreed by Cabinet and make recommendations to Cabinet which schemes should be supported. As part of this process resources could be released to improve individual sites and buildings and improve the usability and access to buildings and community facilities.
- 3.10 In order to secure improvements through the Local Improvement Programme it is proposed to recruit two additional members of staff to support the area forums and improve community engagement in the process. This will include working with the participants in the Borough's Area Forums to help formulate area development frameworks, determine projects to be prioritised as well as general community liaison and consultation work. The two new posts are:

Community Project Development Officers x 2 – Grade PO(A)

- 3.11 As set out in paragraph 3.6 it is proposed to utilise existing staffing to best effect. It is also proposed that the current funded post within the Regeneration Team of, Regeneration Officer (Community Participation) have its existing job description partially amended to reflect a focus on supporting communities through the Area Forums to develop projects to be funded through the capital receipts programme.

3.12 Job descriptions and person specifications are attached at Appendix 1

4. **RESOURCE IMPLICATIONS**

4.1 HR implications

4.2 As indicated in the main body of the report there are six permanent additions to the staffing establishment, these are

- Capital Programme Manager – Grade PO (L)
- Programme Development and Appraisal Officer x 2 – Grade PO (C)
- Administrative Officer – Grade Scale 4
- Community Project Development Officers x 2 – Grade PO(A)

4.3 The Town Centre Manager post is currently fixed term and funded through SRB. The employment status of the post will be addressed through the corporate Forward Strategy for funded posts.

4.4 The Regeneration Officer (Community Participation) is a permanent post, funded through SRB and other income such as the Children's fund. This post will continue to attract income from the children's fund, however as the focus of the post will change it will become partially funded through the capital receipts programme.

4.5 Job descriptions for the new posts have been subjected to job evaluation analysis. Whilst the eventual grades are subject to the outcome of the overall job evaluation exercise within the Council, the point scores awarded to these posts are commensurate with the point scores awarded to similar graded existing posts within the Council's establishment.

4.6 The posts are to be recruited on a permanent contract basis. Consideration has been given to recruiting on a fixed term basis for five years. However as all employees have the same rights to redeployment after two years continuous service it was considered advantageous to offer permanent contracts in order to attract high calibre candidates.

4.7 The main duties of the new posts to the establishment are attached as Appendix 1. The new staffing structure is attached as appendix 2. Job descriptions for all of the posts contained within this report are attached as appendix 3.

4.8 Financial Implications

4.9 The annual costs of the posts, excluding central recharges, equates to 5.2 % of the estimated level of annual expenditure of the programme. This is within the normal parameters of administration costs allowed for external grant programmes. The costs of the additional staffing to the general fund are outlined in appendix 4.

4.10 The costs associated with the establishment of the Capital Programmes Section, Community Project Development Officers and the continuation the identified fixed term post will be met on a fees basis from the Housing Land Capital Receipts Programme as detailed in the report to Cabinet on 30 June 2005. It is proposed that the recruitment of the additional staff be phased as the programme gathers pace to minimise financial risk.

5. **CONSULTATIONS**

- 5.1 Discussions have been held with Town and Parish Council's community partnerships and Area Forum chairs about the staffing requirements for the Local Improvement element of the programme. This report has been prepared with the advice and guidance of the Borough Council's Human Resources Section.

6. **OTHER MATERIAL CONSIDERATIONS**

6.1 Links to Community and Corporate Strategy

The posts are being recruited to implement the Housing Land Capital Receipts Programme. All expenditure through this programme will be guided by the Community and Corporate Strategies.

6.2 Legal and Constitutional Implications

Not applicable.

6.3 Risk Management

The key risk associated with the staffing of the programme is that receipts from future land sales do not yield the high return that was originally forecast. The staffing complement for the programme will be recruited on a phased basis to minimise the financial exposure of the Borough Council. In addition the recruitment of staff is conditional upon the Council's ability to "capitalise" the salary costs for these posts.

6.4 Health and Safety

There are no additional health and safety implications over and above those for existing staff of the Borough Council.

6.5 Sustainability

A key objective of the Capital Receipts Programme is to improve the long term sustainability of the Borough's capital assets and in doing so the economic, social and environmental sustainability of the towns and communities of Sedgefield Borough.

6.6 Information Communications Technology

There are no specific ICT considerations. However the Capital Receipt Programme will be utilised to further the Borough Council's corporate ambitions and address the strategic objectives of the Community Strategy. It is quite possible that resource will be spent improving community access to services through improvements in ICT provision.

6.7 Equality and Diversity

Full account will be taken of the Borough Council's obligation to promote equity and diversity both in the recruitment of staff and the in the process for developing projects through the Capital Receipt Programme.

6.8 Crime and Disorder

There are no immediate Crime and disorder implications of the report. However as with ICT, and Equalities and Diversity consideration will be given to the impact of individual projects funded through the programme on Crime and Disorder.

6.9 Human Rights

There are no immediate Human Rights issues contained within the report.

6.10 Social Inclusion

Every effort will be made to ensure that through the capital programmes section, the programme is utilised to promote social inclusion. The major investment strand of the programme will be aimed at areas of greatest disadvantage.

7. **OVERVIEW AND SCRUTINY IMPLICATIONS**

7.1 None.

8. **LIST OF APPENDICES**

Appendix 1 - Capital Programmes Section: Outline of the Key Duties

Appendix 2 – Revised Staffing Structure: Strategy and Regeneration

Appendix 3 – Staffing costs of the new posts.

Contact Officer Andy Palmer
Telephone Number 01388 816166 Ext. 4360
E-mail address anpalmer@sedgefield.gov.uk

Wards: Not Applicable.

Key Decision Validation: Expenditure over £100,000.

Background Papers: Budget Framework – Use of Capital Receipts, Report of Director of Resources to Council, 28th July 2004.

Promotion of the Regeneration Of The Borough – Housing Land Capital Receipts Strategy, Report to Cabinet, 30th September 2004.

Housing Land Capital Receipts Strategy. Report to Cabinet on 30th June 2005.

Examination by Statutory Officers

	Yes	Not Applicable
1. The report has been examined by the Councils Head of the Paid Service or his representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. The content has been examined by the Councils S.151 Officer or his representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. The content has been examined by the Council's Monitoring Officer or his representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. The report has been approved by Management Team	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Capital Programmes Section: Schedule of Key Duties

Capital Programmes Manager – Grade PO (L)

- Management of the Capital Programmes Section including staff deployment and the use of other resources.
- To direct and manage the procurement of Regeneration based capital programmes, develop robust partnership arrangements with a range of agencies to deliver large-scale regeneration projects.
- Act as a corporate liaison for the Council in the development of the programme, advising senior officers and Members of progress and procedure as appropriate.
- Oversee the planning and programming of all projects to ensure they are delivered within the financial resources available and to agreed timescales and performance targets.
- Manage and monitor the delivery of the programme and the relationship with any appointed strategic partner(s).
- Provide a link to local communities and partners on the progress of approved schemes.

Programme Development and Appraisal Officer – Grade PO (C)

- Assist in the planning and development of all regeneration based capital programmes including the e consideration of options and alternative delivery arrangements.
- Provide a pro-active project management capacity to oversee the programming and commissioning of regeneration capital programme schemes and projects.
- Ensure appointed partners and other consultants are undertaking works in accordance with the specified brief and their terms of appointment.
- Undertake community and stakeholder consultations as required
- Assist to ensure the delivery of the Regeneration Capital Programmes is achieved within agreed budgets, timescales and performance targets.
- Provide a robust scheme and project monitoring system in terms of delivered outcomes and financial expenditure that supports a process of continuous improvement.
- Maintain a close working relationship with the Council's Resources Department (Accountancy Services)

Community Project Development Officers x 2 – Grade POA

- Provide a link to local communities and other partners in the development of local regeneration schemes and ensure there is the required level of community involvement and consultation.
- Provide support to the Borough's Area Forums and their participants to help develop proposals that reflect strategic priorities and meet needs to help shape and determine prioritises for inclusion in the planned Area Forums Local Initiatives allocations under

the Programme.

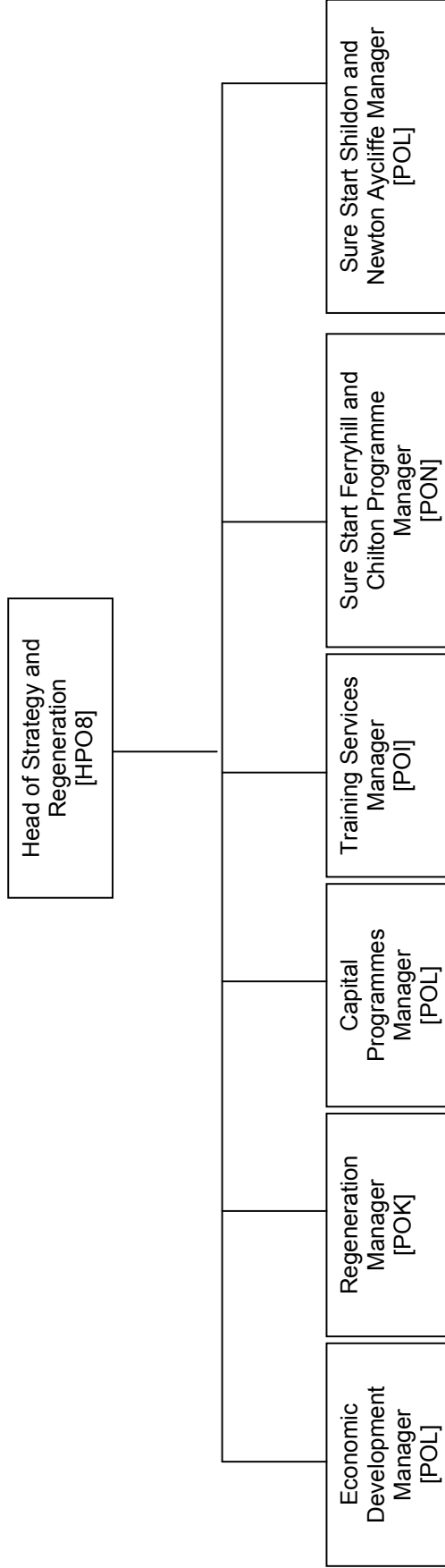
- Assist groups with the development of projects that represent value for money and will make a lasting difference to the quality of life of people in the Borough.
- Undertake development and primary appraisal work on proposed projects, ensuring value for money and strategic fit with the priorities of the Community Strategy.
- Assist in the budget monitoring of the local improvement element of the land receipt programme
- Undertake general community liaison and consultation work in association with the Programme.

Administrative Officer –Scale 4

- Conduct the general administrative functions related to the operation of the Capital Programmes Team and to maintain the required administrative systems to support the work of the Team.
- To support the work of the Community Support Officers in undertaking local consultations and work with the Area Forums
- Assist with the provision and distribution of performance management information on the Regeneration Capital programme.

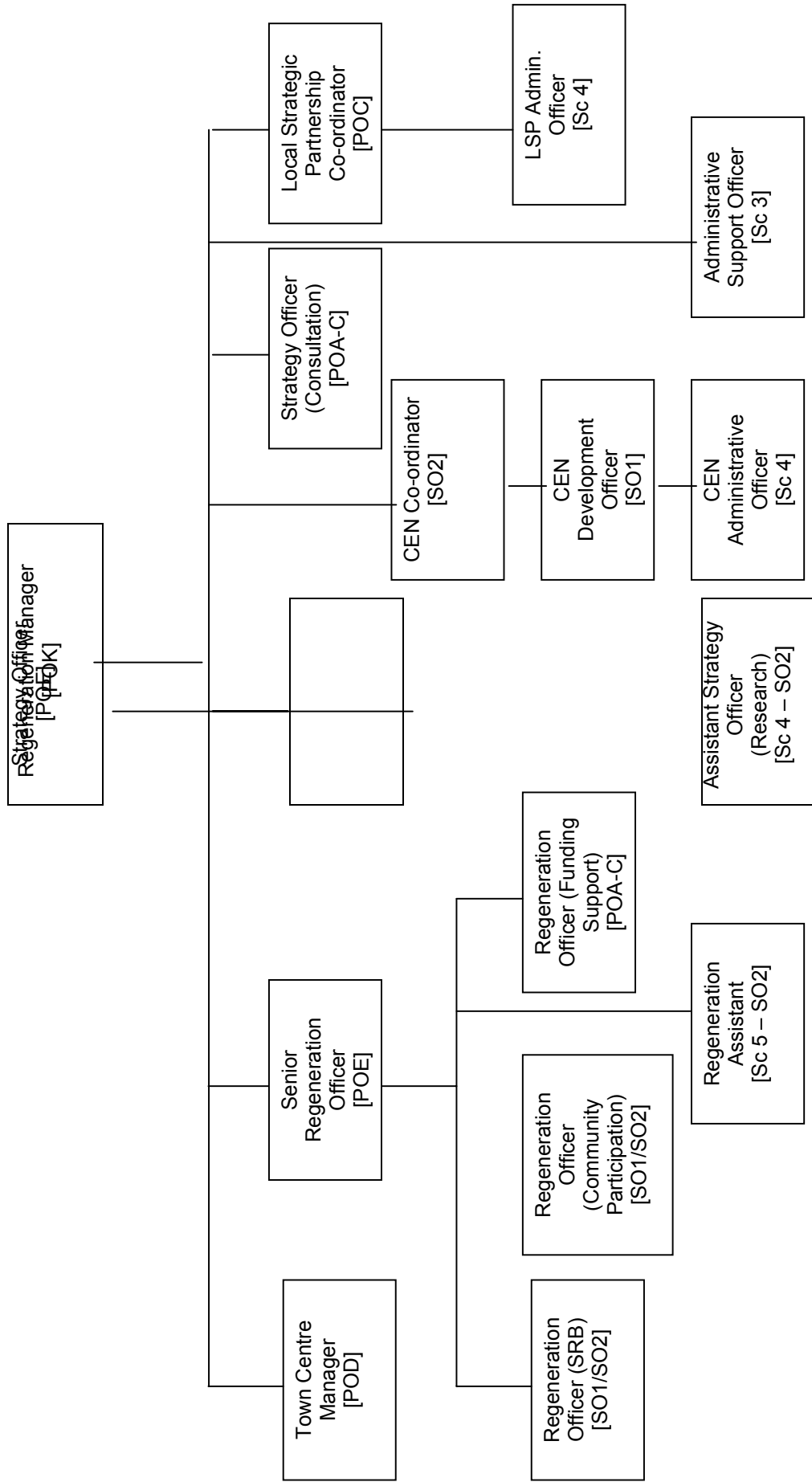
Revised Staffing Structure: Strategy and Regeneration

CHIEF EXECUTIVE'S DEPARTMENT
STRATEGY AND REGENERATION
September 2005

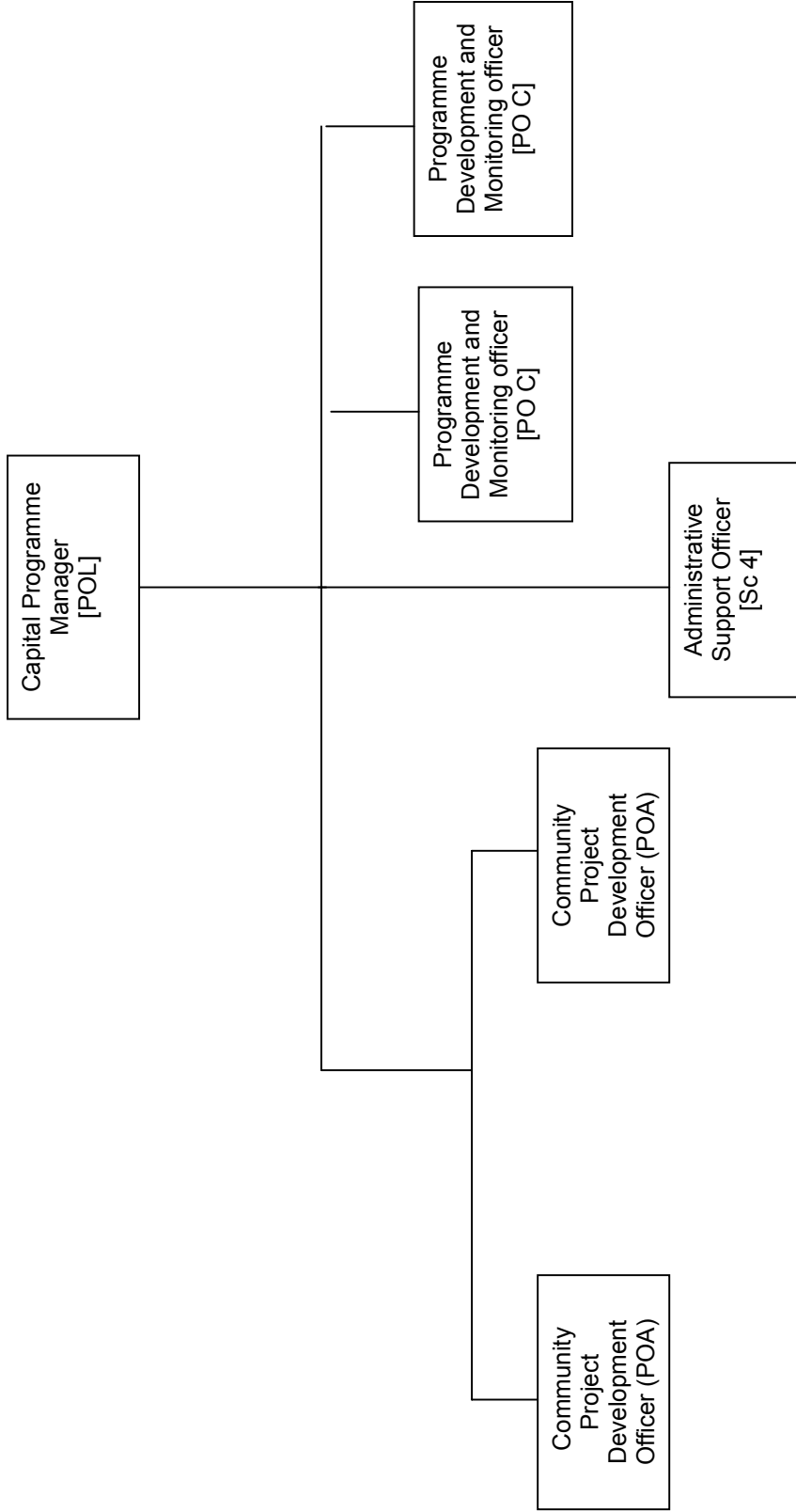


CHIEF EXECUTIVE'S DEPARTMENT

REGENERATION SECTION



CHIEF EXECUTIVE'S DEPARTMENT
CAPITAL PROGRAMME SECTION



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Regeneration - Capital Receipts Staffing Costs

Post	Grade	SCP	Cost 2005-2006 £	Max Costs* £
New Posts				
Capital Programme Manager	PO L	44	43,235	46,427
Programme Development & Monitoring Officer	PO C	35	33,836	36,793
Programme Development & Monitoring Officer	PO C	35	33,836	36,793
Administrative Officer	SC 4	18	19,665	21,970
Community Project Development Officer	PO A	33	32,209	34,746
Community Project Development Officer	PO A	33	32,209	34,746
			<u>194,990</u>	<u>211,475</u>
Existing Posts				
Town Centre Manager [Currently funded SRB 5 to 03/06]	PO D	36	38,019	38,019
* Regeneration Officer [Community Participation]	SO 2	32	8283.5	8,283.50
			<u>46,303</u>	<u>46,303</u>
Total Salary Costs			241,293	257,778
Less Grant Aid - Children's Fund [expires 3/06]			6,000	-
Total Costs [Salaries 05/06]			<u>235,293</u>	<u>257,778</u>
Other Material Considerations				
Central & Departmental Support Costs @ 20%			47,059	51,556
Total Costs			<u><u>282,351</u></u>	<u><u>309,333</u></u>

Max Costs are based on current 2005-2006 salary scales

The assumption is that Salary costs will rise by 3% on average each year

So if all staff were on the maximum point in the current year Pay awards

NHI & pension increases and inflation on Central & Department Support costs

would add £ 10,000 per annum to the overall bill.

* 25% capital cost of Salary

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Item 5

REPORT TO CABINET

8 December 2005

REPORT OF HEAD OF STRATEGY AND REGENERATION

Regeneration Portfolio

COMMUNITY REGENERATION BUDGET 2004/05 and 2005/06

1. SUMMARY

- 1.1 The purpose of this report is to request approval for the proposed use of the Community Regeneration Budget in 2005/06. The funding will benefit disadvantaged communities in the Borough and facilitate the provision of match funding for the community capacity building activities and local funding packages.
- 1.2 This report describes the way in which the Community Regeneration Budget will be used in 2005/06 to assist local community based partnerships and initiatives, contribute to the wider economic, social and environmental regeneration of the Borough and to assist partnerships and community groups to obtain match funding to help them complete their projects. This fund is not a demand led, bidding fund, but is meant to fill a funding gap at the discretion of the Strategy and Regeneration Manager.
- 1.3 The level of funding available for 2005/06 totals £55,000, including a £15,000 carry over figure from 2004/05. The proposed use of the funding is detailed in the report.

2. RECOMMENDATIONS

- 2.1 That Cabinet approve the use of the Community Regeneration Budget for 2005/06 as detailed in this report.

3. REGENERATION SERVICES COMMUNITY REGENERATION BUDGET

- 3.1 The Regeneration Services Community Regeneration Budget for 2005/06 currently has an allocation of £40,000, supplemented by £15,000 carried forward from last year.
- 3.2 The budget allows the Council to respond positively to a number of regeneration programmes operating within the Borough's most deprived areas, assisting community groups to access resources from sources such as European Structural Funds, SRB6, NRF and various charitable sources. It is useful as it can provide added value, provide match and gap funding, a resource to support the work of local partnerships and to assist innovative projects in targeted wards. It is not the intention for the budget to be an awards fund that is demand led.

- 3.3 Through the operation of the budget the Council is contributing to the achievement of one of its four key aims, “A Borough with Strong Communities” as it will assist in tackling disadvantage and social inclusion, and help engage local communities.
- 3.4 The budget will operate on a “commissioning” approach through local partnerships, as previously reported, but also has a large element this year to commission consultancy work on behalf of the partnerships throughout the Borough to provide community appraisals covering all the Borough’s non priority wards.
- 3.5 The targeted wards are currently undergoing a refreshing of their Community Economic Appraisals jointly funded through resources carried forward from this budget and European Regional Development Fund, to ensure their continued eligibility for European Structural Funds until 2008.
- 3.6 It is the intention to ensure that all neighbourhoods within the Borough can have access to their own community appraisal that identifies key areas for the implementation of projects that will improve opportunities for local communities. As well as a firm foundation for the development of Community Regeneration activity, the presence of community appraisals will assist in the appraisal of schemes brought forward by the Council’s Area Forums under the Local Area Improvement Programme. In addition, community appraisals form a key element in the community planning process and demonstrate the Council’s contribution to Community Governance which will be examined through the next round of Comprehensive Performance Assessment

Implementation

- 3.7 There is a limited amount of unallocated resource in the current financial year, however as previously, community partnerships in the targeted wards of NRF, SRB and European funding will be advised that this funding support is available. The partnership will then nominate projects to the Borough’s Regeneration Section for support through this budget.
- 3.8 The Partnership should show clearly the linkages of the project with the Partnership’s and the Borough’s objectives, and the expected outcomes. The expected sources and amounts of match funding should be identified as well as the community’s need for the project. It is expected that projects identified for support will be in accord with the Council’s Local Neighbourhood Renewal Strategy, the Community Strategy and Action Plan in contributing towards a healthy, prosperous, attractive Borough with strong communities.
- 3.9 There are a number of existing commitments for the budget to meet as detailed in paragraph 4.1 below and Appendix 1. As such for 2005/06 the available funding will be £21,000 and in the distribution of this, account will be taken of existing commitments to Partnerships. It is planned that from 2006/07 onwards more funding will be available to support new schemes from community partnerships.

4.0 **FINANCIAL IMPLICATIONS**

4.1 The proposed expenditure for 2005/06 is:

	Available resource	Allocation 2005/06
Existing Commitments		
Refreshing the Community Economic Appraisals (matched funding for target wards)		£8,575
East Durham Rural Transport Partnership		£2,000
Support to community Partnerships		
Local Partnership Co-ordinators		
a) Trimdon Partnership		£5,000
b) Cornforth Partnership		£5,000
Sedgefield Learning Borough		£5,000
New Commitments		
Sedgefield Borough Community Appraisals (total cost £50,000 over 2 years)		£25,425
Support for small community partnership projects		£4,000
2004/05 Carry forward	£15,000	
2005/06 Allocation	£40,000	
Total	£55,000	£55,000

5.0 **CONSULTATION**

5.1 The majority of those projects that have been identified for support are managed by community led regeneration partnerships and all have either consulted with local residents or are related to existing Community Appraisals. The local area forum will also be consulted by community partnerships wishing to access this resource.

5.2 Community appraisals in both targeted and non-targeted wards are built upon the principle of widespread participation and ongoing consultation.

6.0 **OTHER MATERIAL CONSIDERATIONS**

6.1 Legal Implications

There are no immediate direct legal implications associated with the identified expenditure. Community appraisal processes are to be undertaken by external consultants appointed in line with the Council's procurement rules.

6.2 Risk Management

Activities supported by this budget are subject to a risk management assessment. Support for community appraisals is seen as minimising risks for future programme allocations by improving local community intelligence.

6.3 Health and Safety

No direct implications

6.4 Sustainability

Revenue support to community partnerships has been provided over a period of years to assist with matched funding requirements. The ongoing support for these partnerships will be reviewed during the year.

6.5 Information Communications Technology

No direct implications

2.0 Equality and Diversity

Community regeneration Partnerships and Community Appraisal Activity are supported on the basis of recognising Equality and Diversity issues and actively working to overcome discrimination and disengagement.

6.7 Crime and Disorder

Localised crime and disorder concerns will be identified as part of the Community Appraisal process.

6.8 Human Rights

No direct implications

2.0 Social Inclusion

Revenue support to community partnerships and to commissioning revised Community Appraisals is primarily focussed around supporting social regeneration to aid social inclusion.

7. **OVERVIEW AND SCRUTINY IMPLICATIONS**

7.1 This report will be subject to the normal overview and scrutiny arrangements.

8. **LIST OF APPENDICES**

8.1 Appendix 1 Key Projects for Support in 2005/06

Contact Officer	Andy Palmer
Telephone Number	01388 816166 Ext. 4360
E-mail address	anpalmer@sedgefield.gov.uk

Wards: All wards in the Borough

Key Decision Validation: This is not a key decision

Background Papers:

Community Strategy Action Plan 2005

Reports to Cabinet March 2003

Community Economic Appraisal 2002

Local Neighbourhood Renewal Strategy 2002

Examination by Statutory Officers

	Yes	Not Applicable
1. The report has been examined by the Councils Head of the Paid Service or his representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. The content has been examined by the Councils S.151 Officer or his representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. The content has been examined by the Council's Monitoring Officer or his representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. The report has been approved by Management Team	<input checked="" type="checkbox"/>	<input type="checkbox"/>

COMMUNITY REGENERATION BUDGET

Key Projects for Support in 2005/06

1.0 Key Projects

1.1 The Borough has a number of existing commitments to projects this year identified below.

2.0 Refreshing the Community Economic Appraisals

2.1 The European Secretariat demand that all eligible wards have an up to date community appraisals that is no older than 2years to remain eligible for European funding. It was, therefore, essential that the refreshing of the current Community Economic Appraisals be commissioned this year to ensure communities remain able to access this resource. Tribal HCH won the contract at a price of £16,950 and the final document is due for submission to the Borough at the end of November 2005.

3.0 East Durham Rural Transport Partnership

3.1 Continuing support for a Project Officer and associated costs for implementation of the Rural Transport Action Plan.

4.0 Sedgefield Learning Borough

4.1 The Learning Borough Project originated with the Local Strategic Partnership and receives resources from Neighbourhood Renewal, SRB 5 and 6, European funds and Single Pot. This project co-ordinates learning activity throughout Sedgefield Borough building upon previous SRB 5/6 programmes. The Borough is supporting this initiative aiming to increase learning in the Borough after government statistics revealed 1 in 3 of Borough residents have poor literacy and numeracy skills. A contribution of £5,000 is identified for this project.

5.0 Trimdon and Cornforth Partnerships

5.1 Trimdon and Cornforth Partnerships have been supported by the Borough through this budget with resources used as match funding to European resources for the posts of Partnership Co-ordinator. It is proposed that this support run until 2005/06 when support will be re-evaluated in light of the progress being made by the partnerships, new partnerships forming, and the desire of the community to support partnerships or projects.

Item 6

REPORT TO CABINET

8 DECEMBER 2005

REPORT OF DIRECTOR OF LEISURE SERVICES

Portfolio: Culture & Recreation

Sports Development – Leisure Centre Programming

1 SUMMARY

- 1.1 The central theme included in national, regional and the Borough's own sports planning documents is to increase participation and ensure pathways are available for talented athletes to maximise their potential.
- 1.2 The tools that are necessary to achieve these outcomes include first class facilities, the availability of highly skilled coaches and strong sports clubs.
- 1.3 This report proposes changes to leisure centre facility programming which will release appropriate time during the week to allow the development of sport to take place.

2 RECOMMENDATION

- 2.1 That working within existing budgets, Cabinet agree that by March 2007, the proposed sports development programme outlined in the report is implemented.

3 DETAIL

- 3.1 The Government's document entitled "Game Plan" which was published in 2002 included over-arching objectives.
 - A major increase in participation in sport and physical activity
 - A sustainable improvement performance at international competitions
- 3.2 To achieve these objectives the targets are set at:
 - (a) 70% of the population to be reasonably active by 2020
 - (b) For British and English teams and individuals to sustain rankings within the top 5 in international competition.
- 3.3 In order for Sedgefield residents to achieve the participation target, there is a requirement for a 1% increase in the number of people participating and a sustained increase in their participation rates, year on year for the next 15 years.

- 3.4 A range of partnerships and alliances, some of which exist now and others are yet to be fully established, will be required to collaborate together to provide opportunities to participate and pathways to develop sporting talent.
- 3.5 One example of collaborative work has been the development of the Sedgefield Sporting Hub which brings together representatives from the local authority, town councils, school sports co-ordinators, Local Education Authority, the Primary Care Trust, Positive Futures, Durham Sport and voluntary sports clubs in an effort to plan, co-ordinate and implement sporting programmes across the Borough.
- 3.6 The Sedgefield Sporting Hub in particular has been cited as an example of best practice across the county and is a model for the development of sport advocated by Sport England and the Minister for Sport.
- 3.7 Members of Cabinet are aware of the first class sporting facilities provided within its four leisure centres. Further evidence of its continued investment and commitment to sport will be seen in December when the new regional gymnastics centre opens in Spennymoor.
- 3.8 There is however a particular blockage hindering the step change necessary for the development of sport, which is simply sports hall programming.
- 3.9 For many years, programming of the Borough's sports halls has been led by the demand for 5-a-side football. Indeed, an analysis of bookings over the course of the week shows that up to 50% of all available sports hall time is taken up by football.
- 3.10 The availability of young people after the school day and ensuring that coaching is completed at times which are not too late in the evening, make the optimum time for the development of sporting opportunities for young people during weekdays between 3.30pm and 7.30pm. Appendix 1 shows the existing programming of leisure centre sports halls and identifies an indicative programme for the development of sport should room be made to allow this to happen.

4 FINANCIAL CONSIDERATIONS

- 4.1 The existing sports hall programmes across the four leisure centres during the week, between 3.30pm and 7.30pm generates income after subtracting relevant direct coaching costs of £1,100.
- 4.2 Should all four sports halls each week day for the four hours identified above be re-programmed for the development of sport, the income after subtracting an increased amount of money for coaching costs, would be in the region of £1,000 a week.

- 4.3 The revised sports development programme could result in an overall reduction in income across all four leisure centres amounting to £4,300 per annum. However, it is anticipated that the revised programme when fully implemented will see an additional 900 people per week attending the leisure centres.
- 4.4 Accepting however that there would need to be a requirement to plan for a cost neutral programme, some adjustments to the proposed programme may need to be made which could reduce the number of days that the sports development programme would be available or reduce the timing of the sports development programme or indeed reduce the number of leisure centres where the programme would be available. However, every effort would be made to maximise the programme in accordance with the detail contained in the report.

5 CONSULTATION

- 5.1 Consultation carried out by Investing In Children has highlighted access to leisure centres being a major concern. One of the primary reasons cited in the research was a focus on existing programming which primarily provides for adult 5-a-side football.
- 5.2 The issue of junior access to sports halls was also recognised in the Sedgefield Borough Councils Services for Children and Young Peoples Self Assessment (July 2004).
- 5.3 The Regional Plan for Sport and the National Framework for Sport in England, recognise that the delivery mechanism to increase participation and address talent identification and development requires quality coaching time at fit for purpose venues.
- 5.4 A change in programme does not necessarily result in the loss of playing opportunities for existing adult 5-a-side players.
- 5.5 Discussions with facility providers in Newton Aycliffe, Ferryhill and Spennymoor have identified spare capacity within school sports halls which could be available for community use and/or to assist the implementation of the sports development programme. What is essential is to ensure appropriate venues are used for appropriate sporting activities.
- 5.6 In relation to Shildon, the provision of the floodlit multi-use games area on site provides a suitable alternative to indoor 5-a-side football which would be available at the proposed times.

6 OTHER MATERIAL CONSIDERATIONS

- 6.1 Should Cabinet agree to these sports development proposals, a measured approach will be taken to minimise disruption to existing

users. It is envisaged that the whole sports development programme would take until March 2007 to fully implement.

- 6.2 Only when demand for the individual elements of the proposed programme has been established will sports hall time be allocated which should give adequate time to find suitable alternative accommodation for adult footballers.

Contact Officer: Tony Guest
Telephone No 01388 816166 (ext: 4252)
Email: tguest@sedgefield.gov.uk
Ward(s): All

Key Decision Validation

Background Papers

Game Plan: A strategy for delivering Governments sport and physical activity objectives (2002)

North East Regional Plan for Physical Activity and Sport: Sport England (2004-2008)

Sedgefield Borough Council Services for Children and Young People Self Assessment (July 2004)

Sedgefield Borough Council Services for Young People: Audit Commission Inspection Report (November 2004)

Examination by Statutory Officers

	Yes	Not Applicable
1. The report has been examined by the Councils Head of the Paid Service or his representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. The content has been examined by the Councils S.151 Officer or his representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. The content has been examined by the Council's Monitoring Officer or his representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. The report has been approved by Management Team	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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Ferryhill Leisure Centre

Appendix 1

Existing programme

Time	Monday	Tuesday	Wednesday	Thursday	Friday
3.30-4.30pm					
4.30-5.30pm	Junior Football (14)	5-a-side (10)	Junior Netball (8)	5-a-side (10)	
5.30-6.30pm	Junior Football (14)	Junior Netball (8)	Junior Football (14)	5-a-side (10)	Junior Football (14)
6.30-7.30pm	Junior Football (14)	5-a-side (10)	5-a-side (10)	5-a-side (10)	5-a-side (10)
Total Participants	42	28	32	30	24
Income	92.40	77.00	73.30	103.50	65.30
Staffing Costs	36.60	18.30	30.50	0.00	12.20
Balance	55.80	58.70	42.80	103.50	53.10
					313.90

Proposed programme

Time	Monday	Tuesday	Wednesday	Thursday	Friday
3.30-4.30pm	Basketball Coaching (15)	Cricket Coaching (15)	Tennis Coaching (15)	Tag Rugby Coaching (15)	Multi Skills Coaching (15)
4.30-5.30pm	Junior Football (14)	Football League (24)	Junior Netball (8)	Basketball League (24)	Girls Football League (24)
5.30-6.30pm	Junior Football (14)	Junior Netball (8)	Junior Football (14)	Cricket Coaching (15)	Junior Football (14)
6.30-7.30pm	Junior Football (14)	Youth Sports Club (15)	Youth Sports Club (15)	Disability Coaching (15)	Youth Sports Club (15)
Total Participants	57	62	53	69	68
Income	114.90	101	81	115.50	121
Staffing Costs	51.24	57.34	57.34	56.12	51.24
Balance	63.66	43.66	23.26	59.38	69.76
					259.72

The Sports Hall is available for the public between 9am – 10.30pm Daily.

Newton Aycliffe Leisure

Existing programme

Time	Monday	Tuesday	Wednesday	Thursday	Friday
3.30-4.30pm			Trampolining (15)		
4.30-5.30pm	5-a-side (10)		Trampolining (15)		
5.30-6.30pm	5-a-side (10)	5-a-side (10)	Trampolining (15)	5-a-side (10)	5-a-side (10)
6.30-7.30pm	5-a-side (10)	Netball Lge (28)	Trampolining (15)	5-a-side (10)	
Total Participants	30	38	60	10	10
Income	103.50	78.50	126.00	69.00	34.50
Staff Costs	0.00	12.20	117.12	0.00	0.00
Balance	103.50	66.30	8.88	69.00	34.50
					265.72

Proposed programme

Time	Monday	Tuesday	Wednesday	Thursday	Friday
3.30-4.30pm	Multi-skills Sports Club (15)	Basketball Coaching(15)	Trampolining (15)	Tag Rugby Coaching (15)	Football League (24)
4.30-5.30pm	Multi-skills Sports Club (15)	Crickets Coaching (15)	Trampolining (15)	Multi-skills coaching (15)	Football League (24)
5.30-6.30pm	Multi-skills Sports Club (15)	Tennis Coaching (15)	Trampolining (15)	Girls Football Coaching (15)	Crickets League (24)
6.30-7.30pm	Multi-skills Sports Club (15)	Netball Lge (28)	Trampolining (15)	Netball Coaching (15)	Crickets League (24)
Total Participants	60	73	60	60	96
Income	90	115.50	126.00	90	192
Staff Costs	48.80	56.12	117.12	58.56	48.8
Balance	39.80	59.38	8.88	31.44	143.20
					282.70

The Sports Hall is available for the public between 9am – 10.30pm Monday to Saturday and 9am – 6pm on Sundays.

Spennymoor Leisure Centre

Existing programme

Time	Monday	Tuesday	Wednesday	Thursday	Friday
3.30-4.30pm					
4.30-5.30pm	Junior Netball (10)	5-a-side (10)	Junior Football (15)	5-a-side (10)	Football League
5.30-6.30pm	5-a-side (10)	5-a-side (10)	Junior Football (15)	5-a-side (10)	Football League
6.30-7.30pm	Keep Fit (20)	5-a-side (10)	Junior Football (15)	5-a-side (10)	Football League
Total Participants	40	30	45	30	50
Income	84	103.5	99	103.5	110
Staff Costs	18.30	0	73.20	0	73.20
Balance	65.70	103.50	25.80	103.50	36.80
					335.30

Proposed programme

Time	Monday	Tuesday	Wednesday	Thursday	Friday
3.30-4.30pm	Basketball Coaching (15)	Netball Coaching (15)	Girls Football Coaching (15)	Cricket Coaching (15)	Multi-skills Coaching (15)
4.30-5.30pm	Junior Netball (10)	Tag Rugby Coaching (15)	Junior Football (15)	Tag Rugby Coaching (15)	Football League (24)
5.30-6.30pm	Cricket League (24)	Netball League (24)	Junior Football (15)	Basketball League (24)	Football League (24)
6.30-7.30pm	Multi-skills sports club (15)	Multi-skills sports club (15)	Junior Football (15)	Multi-skills sports club (15)	Football League (24)
Total Participants	64	69	60	69	87
Income	108	115.50	90	115.50	166.50
Staff Costs	53.68	53.68	58.56	53.68	51.24
Balance	54.32	61.82	31.50	54.32	115.26
					317.22

The Sports Hall is available for the public between 9am – 10.30pm Monday to Friday, 9am – 9pm on a Saturday and 9am – 5pm on a Sunday.

Shildon Leisure Centre

Existing programme

Time	Monday	Tuesday	Wednesday	Thursday	Friday
3.30-4.30pm	School use	School use	School use	School use	School use
4.30-5.30pm	School use	School use	School use	School use	School use
5.30-6.30pm	Roller Skating (8)	5-a-side(10)	5-a-side (10)	5-a-side (10)	5-a-side (10)
6.30-7.30pm	5-a-side (10)	5-a-side(10)	5-a-side (10)	5-a-side (10)	5-a-side (10)
Total Participants	18	20	20	20	20
Total Income	52.00	52.00	69.00	69.00	69.00
Total Costs	0.00	0.00	0.00	0.00	0.00
Balance	52.00	52.00	69.00	69.00	69.00
					311.00

Proposed programme

Time	Monday	Tuesday	Wednesday	Thursday	Friday
3.30-4.30pm	Basketball Coaching (15)	Netball Coaching (15)	Badminton Coaching (15)	New Age Curling (15)	Cricket Coaching (15)
4.30-5.30pm	Tennis Coaching (15)	Football Coaching (15)	Girls Football Coaching (15)	Multi-skills Coaching (15)	Tag Rugby Coaching (15)
5.30-6.30pm	Roller Skating (8)	Athletics Coaching (15)	Athletics Coaching (15)	Basketball Coaching (15)	Netball Coaching (15)
6.30-7.30pm	Multi-skills Sports Club (15)	Netball League (24)	Multi-skills Sports Club (15)	Girls Football League (24)	Multi-skills Sports Club (15)
Total Participants	53	69	60	69	60
Income	40	70.50	45	70.50	45
Staff Costs	12.20	26.84	26.84	26.84	26.84
Balance	27.80	43.66	18.16	43.66	18.16
					151.44

The Sports Hall is available for the public between 5.30pm – 10.30pm Monday to Friday, 9am – 6.30pm on a Saturday and 9am – 6.30pm on a Sunday.

Item 7

REPORT TO CABINET

8 DECEMBER 2005

REPORT OF THE DIRECTOR OF RESOURCES

Performance Management Portfolio

IMPLEMENTING ELECTRONIC GOVERNMENT STATEMENT (IEG5)

1 SUMMARY

This report seeks the approval of Cabinet for the Council's IEG5 statement which must be submitted to the ODPM (Office of the Deputy Prime Minister) by Monday 19 December 05.

2 RECOMMENDED

It is recommended that Cabinet:

- 2.1 Review and agree the contents of the IEG5 statement (**Appendix 1**).

3 BACKGROUND/CONTEXT

3.1 **BVPI 157**

3.1.1 The Government has set a 100% target for all customer facing services to be delivered through electronic means by 31 December 2005. In calculating progress against this, Sedgefield has used the IDeA Electronic Service Delivery (ESD) toolkit. The toolkit enables the Council to benchmark its performance against other UK local authorities based on the Local Government Service List (LGSL).

3.1.2 To date, the Council's performance against BVPI 157 has risen from 88.55% in July 05 to 90.74% as of March 05. The Council has now met the 100% target.

3.2 **Priority Service Outcomes (PSOs)**

3.2.1 On 29 April 2004, the ODPM announced the publication of a guidance document entitled 'Defining e-government outcomes for 2005 to support the delivery of priority services and a National Strategy transformation agenda for local authorities in England'

The PSOs are based on seven-shared priorities agreed between Central and Local Government and can be closely mapped to the local priorities outlined in our own Community Strategy:

- Raising standards across our schools;
- Improving the quality of life of children, young people, families at risk and older people;

- Promoting healthier communities by targeting key local services, such as health and housing;
- Creating safer and stronger communities;
- Transforming our local environment;
- Meeting local transport needs more effectively;
- Promoting the economic vitality of localities.

3.2.2 Relating to the above themes, there are 73 PSOs that authorities are responsible for implementing. Of these there are 29 'Required' outcomes that should be in place by December 2005, 25 'Good' outcomes to be in place by March 2006 and 19 'Excellent' Outcomes. The latter are only applicable to those authorities that have 'excellent' CPA ratings and no timeline has been set by ODPM.

3.2.3 The Government is taking the implementation of PSOs across all UK local authorities very seriously. The new KLOE (Key Line of Enquiry) for the Corporate Assessment for the CPA for single tier and county councils has had an additional question added, which requires achievement of all of the priority outcomes for a level 3 assessment. In short, it means that an authority that has not achieved them cannot progress beyond level 2. Levels 2 and 3 are set out below.

3.2.3.1 **Level 2:** The council has sufficient ICT resources to deliver its priorities. There is progress towards realising the benefits of e-government. Competencies for e-government-based change are embedded in the organisation. The council uses ICT to improve services. It has achieved the required priority outcomes for e-government, including the availability of online facilities at all times.

3.2.3.2 **Level 3:** The council uses ICT effectively throughout its activities and partnerships. It uses e-government to deliver objectives and service improvements, to gather information about community needs, and to join up services in collaboration with partners. ICT provides real-time management information about service use. The council understands the levels of Internet usage in the community and is working with partners to improve access. The council has achieved the 'required' and 'good' priority outcomes for e-government.

3.2.4 The CPA for districts is currently out to consultation. It is likely that the corporate assessment will strongly mirror that for counties and single tiers.

3.2.5 The following table outlines Sedgefield Borough Council's progress against the 'required' and 'good' PSOs:

Number of 'Required' & 'Good' Priority Service Outcomes currently on GREEN (complete)	PSO Status as of 20/12/2004	PSO Status as of 21/06/05	PSO Projected Status as of 28/12/2005
GREEN	11 (20%)	23 (43%)	30 (56%)
TOTAL	54 (100%)	54 (100%)	54 (100%)

3.2.6 Given the significance of the PSOs in realising our local community ambitions, the Council has locked e-Government into its corporate planning process. E-Government guidance has now been issued to all Heads of Service to inform service plans.

3.3 E-Government & ICT Capital Programme 2006/2007

3.3.1 The Council is continuing to take the e-Government agenda very seriously, viewing it as a key enabler in the modernisation of the Council's Customer Services function.

3.3.2 The Council is committed to a substantial annual ICT capital programme to fund the delivery of its modernisation programme.

3.3.3 Business transformation, project management and IT capacity continue to be issues for the Council. To address project management gaps, two projects managers have been appointed on a 12-month fixed-term basis to facilitate the delivery of the PSOs and to enable the mainstreaming of PRINCE2 project management methodology across the organisation.

3.4 Efficiency Gains

3.4.1 Following the Gershon Review, Local Authorities are required to make year-on-year efficiency savings of 2.5% until 2008.

3.4.2 Councils are asked to provide best estimates of efficiency gains arising from the implementation of local e-government in IEG5. The expectation is that all cashable savings can be recycled in local services, but should be achieved without cutting service quality.

3.4.3 Whilst Gershon places strong emphasis on e-Government as a vehicle to deliver efficiencies, it should be noted that this agenda requires upfront investment in core business transformation technologies. The efficiencies will not be realised immediately, but in the longer term.

3.4.4 The projected efficiency gains are outlined on page 33 and 34 of the IEG5 Statement.

4 FINANCIAL IMPLICATIONS

4.1.1 No further IEG funding from ODPM is expected. However the council needs to fund a substantial ICT Capital programme if it is to achieve the PSOs and deliver related service efficiencies.

5 CONSULTATIONS

5.1.1 The IEG5 Statement was produced in consultation with the Council's Modernisation Taskforce, and with the Officer Board of the County Durham e-Government Partnership.

6 OTHER MATERIAL CONSIDERATIONS

6.1 Links to Corporate Objectives

6.1.1 The IEG statement is about improving access to services through electronic means and as such it is key to the council's stated ambition to make its services accessible.

6.2 Risk Management

6.2.1 The two identified risks of not meeting / achieving the PSOs and subsequently receiving a reduced CPA Corporate Assessment Score have been set out in the body of the report. The IEG statement explains how they will be mitigated.

6.3 Health & Safety

6.3.1 There are no additional Health & Safety Implications.

6.4 Legal and Constitutional

6.4.1 No additional Legal and Constitutional issues have been identified.

6.5 Equality and Diversity

6.5.1 Equality and Diversity considerations are an inherent part of Implementing Electronic Government. Electronic delivery of services is a key contributing factor to the Council's corporate priority to ensure fair access to services regardless of religion, sex, race, gender etc as set out in the Corporate Plan and Corporate Equality Plan.

7 LIST OF APPENDICES

Appendix 1 – IEG5 Statement

8 BACKGROUND PAPERS

)

Sedgefield's IEG4 & IEG4.5 Statement (November 2004 & July 2005)
ODPM 'Defining e-government priority services & transformation outcomes in 2005 for local authorities in England' (April 2004)
CSC Review Report (February 2004)
CSC Action Plan (March 2004)
Delivering Efficiency in Local Services (ODPM – January 2005)

Contact Officer: S Walsh
Corporate e-Government Manager

Telephone No: (01388) 816166 ext 4411
Email Address: swalsh@sedgefield.gov.uk

Ward(s)

Proposals are not ward specific

Examination by Statutory Officers

	Yes	Not Applicable
The report has been examined by the Councils Head of the Paid Service or his representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The content has been examined by the Councils S.151 Officer or his representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The content has been examined by the Council's Monitoring Officer or his representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
The report has been approved by Management Team	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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Sedgefield
BOROUGH



OFFICE OF THE
DEPUTY PRIME MINISTER



IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2005 (IEG5)

"Meeting the targets for e-government"

Name of Authority: Sedgefield Borough Council

IEG Contact Name: Siobhan Walsh

Email: swalsh@sedgefield.gov.uk

Telephone No: 01388 816166 ext 4411

Local Context

This is the Council's fifth Implementing e-Government (IEG) Statement to the Office of the Deputy Prime Minister (ODPM). It outlines the Council's approach to e-Government and progress to date associated with the necessary business transformation activity that is needed to enable the Council and the Community that it serves to realise the benefits of local e-Government.

PEOPLE FIRST

Sedgefield Borough Council's approach to e-Government is foremost about people and how they can better communicate, work and access our services. Integral to the modernisation of the Council's Customer Services function, e-Government is playing a key role in enabling us to deliver service improvements and efficiency gains across the entire organisation as well as providing a basis for joined-up working with intermediaries such as Citizens Advice and other Local Strategic Partners.

The Council is continuing to take proactive steps in ensuring that people are at the heart of its modernisation agenda. Change Management is an essential prerequisite for e-Government to deliver real customer and organisational benefits. It is being addressed through the 'Facilitating Change' module of the Council's 'Improvement through People' Human Resources Strategy. In meeting the challenges, the Council has deployed the services of specialist Change Management experts to address the specific changes needed in the way the council thinks, how we organise ourselves and how we best respond to the people that we serve. We are now well on the journey of refocusing our work to deliver seamless services to our citizens in ways that they want and need as well as when they want them.

In driving forward the change agenda, the Council has set up a Modernisation Taskforce that consists of Heads of Service and Section Heads. The terms of reference of the Modernisation Taskforce is as follows:

- To develop and implement a Corporate Customer Services Programme that places customer needs first.

- To ensure compliancy with BVPI 157 for every service department which provides customer facing services.
- To implement the ODPM's Priority Service Outcomes in a way that provides an operational added-value focus to BVPI 157.
- To work in partnership to maximise procurement and shared resource opportunities.
- To utilise National Project Products to avoid duplication of effort and re-inventing the wheel.
- To develop Corporate Customer Services Protocols that provide quality assurance to our customers.
- To be accountable by reporting progress back to The Council's Senior Management Team, Cabinet and Scrutiny Committee 1 on a regular basis.

Our Customer Contact Model has been developed to address the local needs of our communities especially the less advantaged that do not possess the means to access the internet and/or are not IT literate. Our approach is built around the development of our Customer Contact Centre and through exploiting technological solutions such as Video Conferencing to enable service outreach into local communities. More information is contained in the Councils Customer Services Modernisation Programme:

<http://www.sedgefield.gov.uk/ccm/content/resources/service-improvement/e-government-strategy/customer-services-modernisation-programme.en>

DELIVERING OUR COMMUNITY STRATEGY

The Community Strategy of Sedgefield's Local Strategic Partnership (LSP) is central in influencing the implementation of local e-Government. The Community Strategy sets a framework through which opportunities can be maximised and challenges faced together to make Sedgefield a more prosperous, attractive and a healthy place in which people will want to live, work, visit and invest. The four key ambitions of the Community Strategy and the desired community outcomes are outlined below:

Corporate Ambitions and Community Outcomes:

A Healthy Borough

- Safeguarding public health
- Promoting independent living
- Creating leisure opportunities
- Promoting cultural activities

A Prosperous Borough

- Promoting employment opportunities
- Maximising learning opportunities

An Attractive Borough

- Ensuring a cleaner, greener environment
- Improving towns, villages and the countryside
- Reducing waste and managing natural resources

A Borough with Strong Communities

- Securing quality affordable housing
- Promoting safer neighbourhoods
- Tackling disadvantage and promoting social inclusion
- Engaging local communities

Given the significance of the Priority Service Outcomes in realising our local community ambitions, the Council has locked e-Government into its corporate planning process. The Council's Corporate Plan provides a central framework which shapes and informs the annual service improvement plans of every Council Department.

This action will help the Council to mainstream e-Government, devolving the focus away from IT onto people and service improvement.

INVESTING IN PARTNERSHIP

Sedgefield Borough Council is committed to working in partnership. It is through working together that we aim to make full use of new media and technology to simplify the complexities of life, and make sure that everyone in Durham can share the benefits. To help achieve this aim the County Durham e-Government Partnership (CDeGP) has formed. This partnership brings together the county and district authorities to co-operate on e-Government developments. Working together will bring economies of scale in building the necessary infrastructure and will enable partners to pool scarce skill sets. Proof of concept of the later has recently been delivered through the partnership's implementation of a common Customer Relationship Management (CRM) solution. CRM is an enabling technology that will assist our multi-skilled Customer Service Agents to resolve the majority of customer enquiries at the first point of contact.

The CRM is currently being rolled out across every service area within every Council. This will enable Customer Service Agents in a customer contact

environment to monitor and track the progress of service delivery in the back office (service department) on behalf of customers, therefore leading to improved customer satisfaction levels. Sedgefield Borough Council is the Executive of the CRM Service Delivery Initiative on behalf of the partnership. A CRM Project Manager and four Business Analysts have recently been employed through the Partnership Programme Office to address the business process re-engineering needs associated with implementing the 672 services as identified through the Local Government Service List (LGSL). Through re-defining processes so that they are built around satisfying the needs of our customers will not only improve customer satisfaction levels but will also deliver huge efficiency savings through the ability to capture customer information once and to use it many times.

Through the joint purchase of the CRM, the partnership has saved a total of £2.75 million compared to the cost of individually procuring solutions. Furthermore the joint CRM will deliver improved customer focus, economies of scale and shared risk across partners. Cross-tier services can be delivered more efficiently and the prospect of partners taking service requests on behalf of each other is more attainable by using the same solution.

The proposed implementation of the Partnership's Customer Contact strategy falls into four main phases:

- **Phase 1** - December 2005: Proof of concept of the countywide CRM implementation produces positive results that inform the next stage countywide rollout of the CRM across other service areas e.g. Benefits and Revenues, other Environmental Services. This will include the ability for each of the eight councils to access and share scanned images and electronic documents.
- **Phase 2** - December 2007: The expansion of services offered through a single phone number channelled via a federated Customer Contact model. Partnership arrangements and funding for a Countywide Call Centre will be investigated. Joint Service Centres/One stop shops will be created at local level that link into council customer services infrastructures.
- **Phase 3** - December 2010: Based on the business case, to complete the rollout of District and County services into a countywide Call Centre that is linked to a local one-stop shop network.
- **Phase 4** - 2010 and beyond: Continuous improvement of service provision.

STATUS POSITION

Since submitting our last IEG statement, the Council has continued to make steady progress demonstrating a commitment to putting the ODPM Priority Service Outcomes into place. This involves establishing a sustainable framework for the delivery of interactive, electronic services with a focus on:

- The provision of an accessible, informative and up to date web site, initially focusing on the provision of information, downloadable service request forms and on-line payment facilities.
- The development of the Council's web site and Durham Connects Self-Service Portal to allow the maximum access to Council services, and the expansion of on-line facilities to cover kiosks and digital TV.
- The development of Internet facilities for Council Members to allow for access to Council information and to allow members of the public enhanced access to their elected representatives.

In achieving our objectives, the Council has successfully piloted the LAWS National Project suite of products including: Generic structure (LGCL) and website content covering all ESD toolkit services (LGSL), Message brokering middleware (LGOL-Net), APLAWS+ Devolved Content Management System and an XML template kit

The APLAWS+ Content Management System will be a key technology enabler that will help ensure that the Council delivers its access strategy for electronic service delivery. The system will position the website as the main information resource to be used in face-to-face, call-centre and self service interaction and it will enable the Council to manage all web information under a single corporate framework.

Sedgefield's Case Study report is available on the LAWS National Project Site:

<http://www.localgovnp.org/webfiles/National%20Projects/LAWs/Sedgefield.doc>

On behalf of the County Durham e-Government Partnership, Sedgefield has also registered interest in becoming a regional pilot for Government Connects. Using the GC Mail and GC Exchange modules of Government Connect will enable secure data sharing between organisations. The proposed pilot will enable the District Councils' Benefits Services to qualify customers for free school meals (which traditionally is a County Council function) through the Council Tax and Housing Benefit entitlement process. This will remove the current requirement for customers to complete two different application forms.

Over the last year, Sedgefield has made steady progress in delivering the ODPM's 54 Priority Service Outcomes. Our position status is as follows:

**Number of 'Required' & 'Good' Priority Service Outcomes
currently complete**

Status as of 20/12/2004 11 (20%)

Status as of 01/07/2005 23 (43%)

Status as of 12/12/2005 30 (56%)

Section 1 - Priority Outcomes (self-assessment)

Satisfactory progress towards delivery of the listed priority outcomes listed below is required within the remit for achieving e-government by 2005

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<p>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.</p>	Green 30/09/2005	Green 30/09/2005	Green 30/09/2005
	<p>Comment: The County Council has purchased an on-line admissions module has from Capita. The implementation is in two stages with the first stage being implemented in September 2005 for the 2006 academic year and the remaining schools, in stage two, the year after. Deep links to the County Council's website can be accessed from: http://www.sedgefield.gov.uk/ccm/navigation/education-and-learning/schools-and-colleges/</p>		
<p>R2 Online access to information about educational support services that seek to raise the educational attainment of Looked After Children.</p>	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004
	<p>Comment: The County Council's website contains information for Looked After Children. This, along with other areas of the website, is constantly under review to ensure the appropriateness of the content. Deep links to the County Council's website can be accessed from: http://www.sedgefield.gov.uk/ccm/navigation/education-and-learning/schools-and-colleges/</p>		
<p>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</p>	Amber 01/05/2005	Amber 01/05/2005	Green 31/03/2006
	<p>Comment: Information about the LEA's admissions procedures is available on Durham County Council's website, along with advice to parents about schools for which an alternative body is the admissions authority. This information and service will also be made available through the Durham Connects Self-Service Portal when launched. Deep links to the County Council's website can be accessed from: http://www.sedgefield.gov.uk/ccm/navigation/education-and-learning/schools-and-colleges/</p>		
<p>If already 'green' on R1, R2 & G1 above please comment on</p> <p>E1 Agreed baseline and targets for take-up of online schools admissions service and educational attainment of Looked After Children.</p> <p>Otherwise you may leave this row blank.</p>	<p>Comment:</p>		
<p>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).</p>	Green 09/05/2005	Green 09/05/2005	Green 09/05/2005
	<p>Comment: The LGCL has been deployed throughout the Council via the implementation of the APLAWS+ Content Management System. Sedgefield was a pilot site for the LAWS National Project. Sedgefield's Case Study report is available on the LAWS National Project Site: http://www.localgovnp.org/webfiles/National%20Projects/LAWS/Sedgefield.doc</p>		

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.	Green 29/09/2005	Green 29/09/2005	Green 29/09/2005
	Comment: Sedgefield is an early adopter of LGOL-Net and on behalf of the CDeGP has signed up to become a regional pilot site for Government Connects. GC mail will provide a secure e-mail link to enable the safe sharing of sensitive information between all partner agencies. Sedgefield has already tested GC Mail with Oldham MBC. This builds upon existing work with NERISS (North East Regional Information Sharing System) and the existing Information Sharing Protocol for Crime and Reduction Partnerships.		
G2 Empowering and supporting local organisations, community groups and clubs to create and maintain their own information online, including the promotion of job vacancies and events.	Amber 10/12/2004	Amber 10/12/2004	Green 31/03/2006
	Comment: The Council already hosts, supports and links to a variety of community web pages. The Council is currently working with local Town and Parish Councils to deploy the APLAWS+ distributed Content Management System.		
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 10/12/2004	Green 10/12/2004	Green 10/12/2004
	Comment: The Council has achieved delivery of this PSO through the implementation of Modern.Gov software package.		
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 10/12/2004	Green 10/12/2004	Green 10/12/2004
	Comment: The Council has achieved delivery of this PSO through the implementation of Modern.Gov software package.		
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 30/05/2005	Green 30/05/2005	Green 30/05/2005
	Comment: We have implemented the latest version of Snap Survey Software which includes many new features to improve usability. Sample Surveys and results include: * Pop-up survey * Web survey * Mobile PDA survey * Paper survey * Results Online * Results Offline		
G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).	Green 10/06/2005	Green 10/06/2005	Green 10/06/2005
	Comment: Sedgefield and other members of the County Durham e-Government Partnership have secured discounted rates through the joint procurement of Browsealoud web software. Browsealoud speech enables website content (text, alt tags and accessible flash) without the need for any specialist customer software to be installed. The solution enables Sedgefield's website to reach a wider audience including those with low functional literacy levels, an aging population, and those whose first language is not English.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<p>If already 'green' on R5, R6, G3 & G4 above please comment on</p> <p>E3 Agreed baseline and targets for e-participation activities, including targets for citizen satisfaction.</p> <p>Otherwise you may leave this row blank.</p>	Comment: To be defined		
<p>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).</p>	Amber 01/04/2004	Green 31/12/2005	Green 31/12/2005
	Comment: Aspects of R7 are being developed as part of the Countywide CRM initiative. Heads of Environmental Services from all CDeGP partner authorities have agreed to deliver the 49 Environment related pids from the LGSL via the Countywide CRM solution. As an interim solution until CRM is integrated into Back Office systems, Sedgefield is delivering this PSO through providing the facility for customers to securely register for a user name and password to then be able to access and track their service and information requests.		
<p>R8 Online receipt and processing of planning and building control applications.</p>	Green 30/09/2004	Green 30/09/2004	Green 30/09/2004
	Comment: Online receipts of Planning Applications went live on 30/9/04. * Building Control has been using Submit-a-Plan for the past 3 years.		
<p>G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.</p>	Green 01/12/2005	Green 01/12/2005	Green 01/12/2005
	Comment: The Authority has been working in partnership with Durham County Council and the Districts to develop a single GIS 'portal' through the Durham Connects Website. This will provide maps and property related information with links back to the individual districts. Refuse Collection data is being used as the first dataset. The Authority is also in the process of presenting an interactive Local Plan on our own website based on our Local Land and Property Gazetteer.		
<p>G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes.</p>	Amber 30/09/2004	Amber 30/09/2004	Green 31/03/2006
	Comment: As for R4, GC Mail will be deployed across all partner sites to enable the sharing of sensitive data.		
<p>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.</p>	Amber 30/06/2004	Amber 30/06/2004	Green 31/03/2006
	Comment: Discussions between the Head of Environmental Services and the lead LLPG officer commenced in June to develop the Environmental Health Section's ITECS software system, CRM and LLPG integration together with E-Licensing capability, using either Parsol based or Civica e-forms. Progress delayed due to demands for input into the Mapping Service Agreement and other service areas priority for LLPG integration but are due to start shortly.		
<p>If already 'green' on R7, R8, G5, G6 & G7 above please comment on</p> <p>E4 Agreed baseline and targets for take-up of planning and regulatory services online, including targets for customer satisfaction and efficiency savings.</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
R9 Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.	Green 05/12/2005	Green 05/12/2005	Green 05/12/2005
	Comment: The Council is currently implementing I&DeA Marketplace which has an anticipated go-live date of 05/12/05. This along with phase 2 of the Agresso Financial Management System will allow the Council to place purchase orders electronically.		
G8 Establishment of a single business account (i.e. a cross-departmental 'account' run by the local authority whereby businesses are allocated a unique identifier that can be stored and managed via a corporate CRM account facility supporting face-to-face, website and contact centre transactions).	Amber 28/05/2005	Amber 28/05/2005	Amber 28/05/2005
	Comment: Once the schema for the SBA (single business account) is released from the National Project it will be deployed across the CRM. To support this activity, a new Business Analyst funded jointly through the CDeGP's CRM Service Delivery Project is to be allocated to help address requirements from a District and County Council perspective.		
G9 Regional co-operation on e-procurement between local councils.	Green 10/04/2003	Green 10/04/2003	Green 10/04/2003
	Comment: The Council became an associate member of NEPO in April 2003 allowing access to e-procurement projects undertaken by NEPO.		
If already 'green' on R9, G8 & G9 above please comment on	Comment: See R9 - Sedgfield is an early adopter of the IDEa Marketplace.		
E5 Access to virtual e-procurement 'marketplace';			
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: Performance for 04/05 was 94%. All future targets are set at 100%.		
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 30/06/2004	Green 30/06/2004	Green 30/06/2004
	Comment: The Council is currently using WorldPay as an interim solution to allow online payment for planning applications. The CDeGP has expressed interest to Bolton MBC in becoming an early adopter of Government Connects which will allow full internet payment facilities.		
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.	Green 10/08/2004	Green 10/08/2004	Green 10/08/2004
	Comment: Our 24/7 Automated Debit/Credit card "touch tone" telephone payment allows customers to pay Rent, Council Tax, Business Rates, Mortgages, Overpaid Housing Benefit and Accounts Receivable invoices automatically, 24 hours a day, seven days a week. There are built in safety mechanisms, which will only allow customers to make payments against their own rent/council tax account reference number or personalised invoice number.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G10 Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	Green 20/05/2005	Green 20/05/2005	Green 20/05/2005
	Comment: In the first 8 months of operation to 31st March 2005, a total of 5,237 transactions were receipted through the 24/7 Automated Debit/Credit card "touch tone" telephone payment system. This has resulted in staff productivity savings in both the front and back office. Gross efficiencies achieved in 2004/05 amounted to £11,600. The Council's collection rates for Council Tax, Housing Rents and Business Rates for 2004/05 showed an improvement over 2003/04 levels.		
G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	Green 30/11/2005	Green 30/11/2005	Green 30/11/2005
	Comment: As an interim measure until Government Connects is available, the Council has developed an authentication model that enables our customers via a unique username and password to authenticate their identity so as to access their Council tax and other account information on-line.		
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, Sedgfield Borough 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 20/05/2005	Green 20/05/2005	Green 20/05/2005
	Comment: The Council has established deep links into Durham County's website - Library on-line service. http://www.sedgfield.gov.uk/ccm/navigation/leisure-and-culture/libraries/		
R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations.	Green 12/12/2005	Green 12/12/2005	Green 12/12/2005
	Comment: Torex has been selected as a supplier and full TLMS functionality is planned to go live wc 12/12/05. This will include on line booking.		
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 10/07/2005	Amber 10/07/2005	Amber 10/07/2005
	Comment: Supported by North East Connects & NERSC as part of the R13 & G12 process, the Council is about to implement dual card reader technology at the access points of the Council's Leisure Centres. The Dual card readers will have the ability to read magstripe and smartcards. A 1000 smartcards will be rolled out on a pilot basis across our Leisure Centres to inform the regional approach to smartcard deployment across a broader range of services.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<p>If already 'green' on R12, R13 & G12 above please comment on</p> <p>E11 Agreed baseline and targets for take-up of library, sports & leisure services online, including targets for customer satisfaction and efficiency savings.</p> <p>Otherwise you may leave this row blank.</p>	Comment:		
<p>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.</p>	Green 12/02/2004	Green 12/02/2004	Green 12/02/2004
	<p>Comment: The Transport section of Sedgefield's website provides an essential guide to key travel information, including links to all of the main public transport operators and travel related websites. The public can access timetable information, routes, travel news and journey planners. http://www.sedgefield.gov.uk/ccm/navigation/transport-and-streets/</p>		
<p>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.</p>	Green 09/05/2005	Green 09/05/2005	Green 09/05/2005
	<p>Comment: The Council has established deep links into Durham County's website - http://www.sedgefield.gov.uk/ccm/navigation/transport-and-streets/ Durham County Council aim to add value to this PSO by exploiting the solutions that come out of the Regional e-Government Partnership project - e-Democratic Suite as a part of NE Connects.</p>		
<p>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.</p>	Amber 30/03/2005	Amber 30/03/2005	Green 30/03/2006
	<p>Comment: The County Council's timescales are as follow: 1) Add information to website about on-street parking and enforcement - Sept 2005 2) Add online form to appeal against a penalty charge notice - Dec 2005 3) Integrate requests into CRM to track March 2006</p>		
<p>G14 GIS-based presentation of information on roadworks in the local area, including contact details and updated daily.</p>	Green 29/11/2004	Green 29/11/2004	Green 29/11/2004
	<p>Comment: Deep links to the County Council can be found at: http://www.sedgefield.gov.uk/ccm/navigation/transport-and-streets/</p>		
<p>If already 'green' on R14, R15, G13 & G14 above please comment on</p> <p>E12 Agreed baseline and targets for customer satisfaction and efficiency savings.</p> <p>Otherwise you may leave this row blank.</p>	<p>Comment: This process will be informed once we have fully implemented the CRM and can establish baseline data to set targets. Our involvement in the NeSDS(National e-Service Delivery Standards) project will also inform this Priority Service Outcome.</p>		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
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 12/09/2004	Green 31/12/2005	Green 31/12/2005
	Comment: The CDeGP 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 which integrates with Corporate CRM. The CDeGP have appointed a project manager to drive this and other initiatives forward. DIP and Workflow was introduced to Benefits in April 2004. Since September 2004, Benefits Staff have been introduced into the Council's Customer Service Centre to enable skill and knowledge transfer among staff. The Council aims to enable Customer Service Agents to become multi-skilled so that they are able to resolve the majority of customer enquiries at first point of contact. See Online Claims project for more information: http://www.claimsproject.org/index.html .		
R17 Online facilities to be available to allow citizens or their agents to check their eligibility for and calculate their entitlement to Housing & Council Tax Benefit and to download and print relevant claim forms.	Green 01/03/2004	Green 01/03/2004	Green 01/03/2004
	Comment: Benefits self-assessment calculator is available on line @ http://www.sedgefieldbencal.org/index.html . An accessible version (W3C compliant) of the self-assessment calculator is also provided. This PSO is being further developed to allow claimants to print out completed forms ready for signature.		
G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens homes.	Green 30/11/2005	Green 30/11/2005	Green 30/11/2005
	Comment: A bid for funding from the DWP was successful and the hardware/ software was purchased in April 2005. It is anticipated that mobile working will be operational by 30 November 2005.		
If already 'green' on R16, R17 & G15 above please comment on	Comment:		
E13 Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals.			
E14 Pre-qualification of Council Tax and Housing Benefit claimants for other eligible entitlements (e.g. school uniform grants, free school meals), including pre-filling of relevant claim forms. Otherwise you may leave these rows blank.	Comment: All Benefits entitlements will be available via the online Benefits Calculator after benefits provided by District authorities have been implemented. This includes pension credits, free school meals, etc.		
R18 Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.	Green 10/05/2005	Green 10/05/2005	Green 10/05/2005
	Comment: Durham County Council has a Social Care Direct Contact Centre in addition to comprehensive care information available on their website. Sedgefield currently deeplinks to the County Council's website: http://www.sedgefield.gov.uk/ccm/navigation/health-and-social-care/		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
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 30/09/2005	Green 30/09/2005	Green 30/09/2005
	Comment: Durham County Council's Social Care Direct is open outside of standard working hours. Whilst Sedgefield is not a social services provider, we have established with Sedgefield Primary Care Trusts and Durham County Council joint integrated teams for vulnerable adults. The Council has staff within the integrated teams who will have access to the Council, County Council and PCT's information systems covering all aspects of a clients care and support need. The partners have established a joint information sharing protocol to cover the issues of client confidentiality and data protection.		
G16 Systems to support joined-up working on children at risk across multiple agencies.	Amber 19/11/2005	Amber 19/11/2005	Green 31/03/2006
	Comment: Durham County Council's Integrated Children's System will be in place by December 2005. The County Council is awaiting guidance from DfES (Autumn 2005) on the hub of local databases required to deliver Information Sharing Indexes. Durham County Social Care & Health hold the Child Protection Register on behalf of multi-agencies and a pilot is planned to give electronic access to it for NHS staff.		
G17 Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.	Amber 12/03/2005	Amber 12/03/2005	Green 31/01/2006
	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.		
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 20/11/2004	Green 20/11/2004	Green 20/11/2004
	Comment: The Council is providing email and Internet access to Employees and Councillors where required.		
R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff.	Amber 01/02/2005	Green 31/12/2005	Green 31/12/2005
	Comment: A draft homeworking policy has been prepared for Council staff and needs to be discussed by Management Team and Cabinet. It is suggested the policy be piloted in a specific service area prior to formal adoption across the Council.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R22 Access to home/remote working facilities to all council members and staff that satisfy the requirements set by the Council's published home/remote working policy.	Amber 30/03/2004	Green 31/12/2005	Green 31/12/2005
	Comment: The Council's IT Section has provided facilities to enable staff to have remote access to web based applications. A VPN network to allow secure access to the council's ICT infrastructure has been implemented. Through our 'Connecting Councillors programme' we aim to equip members with full teleworking capabilities by the specified dates: By July 2004 – Cabinet By March 2005 – Chairs and Vice-Chairs of Overview & Scrutiny, Development Control Committee, Licensing Committee and Area Forums. By December 2005 – All other Elected Members.		
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
	Comment: In-house delivery of ECDL has commenced – 32 staff on 26 week programme. Further programmes to follow. Draft ICT training programme in place for elected members ranging from basic ICT skills through to ECDL. To be rolled out to all members via the 'Connecting Councillors Programme'.		
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 29/04/2004	Green 31/12/2005	Green 31/12/2005
	Comment: Some services can be currently accessed out of hours via our Carelink Contact Centre and 24/7 through the web site: http://www.sedgefield.gov.uk/ccm/navigation/council--government-and-democracy/councils/customer-services/ We are also working with the Citizens Advice Bureau to outreach services to a wider audience. In the longer term the Countywide 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 10/05/2005	Green 10/05/2005	Green 10/05/2005
	Comment: As a pilot site for the LAWS National Project, the Council has implemented: * Generic structure (LGCL) and website content covering all ESD toolkit services (LGSL) * Message brokering middleware (LGOL-Net) * APLAWS+ Content Management System * XML template kit Sedgefield's Modernisation taskforce (made up of Service Heads and Section Heads) is committed to developing content based on LAWS categories through the APLAWS+ distributed authoring system. The taskforce is also keen to deliver web-based transactional services that can be used by Customer Service Agents on behalf of Customers or by Customers who prefer self-service via the web. Sedgefield's Case Study report is available on the LAWS National Project Site: http://www.localgovnp.org/webfiles/National%20Projects/LAWS/Sedgefield.doc		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
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 20/09/2005	Amber 20/09/2005	Green 31/03/2006
	Comment: All CDeGP 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 will be re-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 10/05/2005	Green 10/05/2005	Green 10/05/2005
	Comment: The APLAWs+ CMS has in-built compliancy to level AA of WAI standards. The graphical design of the Council's new website will also comply to accessibility standards.		
G21 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk).	Amber 10/01/2004	Green 31/12/2005	Green 31/12/2005
	Comment: Our procurement policy requires that all new systems must be e-gif compliant (those interfacing to external customers are accessible through a browser).		
If already 'green' on R23, R24, G19, G20 & G21 above please comment on E17 Agreed baseline and targets for efficiency savings based around improved accessibility of services and information. Otherwise you may leave this row blank.	Comment:		
R25 Online publication of Internet service standards, including past performance and commitments on service availability.	Amber 28/06/2005	Green 31/12/2005	Green 31/12/2005
	Comment: This function is being facilitated by using eVisit Analyst: http://www.evisitanalyst.com/ The performance statistics for our website are available at: http://www.sedgefield.gov.uk/stats/stats/		
R26 Monitoring of performance of corporate website, or regional web portal, between 2003/04 and 2005/06 in order to demonstrate rising and sustained use, as measured by industry standards including page impressions and unique users.	Amber 28/06/2005	Green 31/12/2005	Green 31/12/2005
	Comment: Sedgefield already generates standard performance data using Webalizer technology. The use of eVisit Analyst will provide more precise data on specific service take-up levels.		
G22 Establishment of internal targets and measures for customer take-up of e-enabled access channels.	Amber 10/06/2004	Amber 10/06/2004	Green 31/03/2006
	Comment: This outcome will be addressed collectively by the Council's Modernisation Taskforce. The process will be informed by CRM and e-Visit reports.		
G23 Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk).	Green 10/05/2005	Green 10/05/2005	Green 10/05/2005
	Comment: The Council has produced a Corporate Web Standards Guide to assist delivery of this Outcome. Sedgefield's Case Study report is available on the LAWS National Project Site: http://www.localgovnp.org/webfiles/National%20Projects/LAWs/Sedgefield.doc		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<p>If already 'green' on R25, R26, G22 & G23 above please comment on</p> <p>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.</p> <p>Otherwise you may leave this row blank.</p>	Comment:		
<p>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.</p>	Amber 10/06/2004	Amber 10/06/2004	Amber 10/06/2004
	Comment: The CDeGP partnership is currently building CRM programme & project management capacity with a view to implementing all services through the CRM inside a sustainable framework. 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 on a wide and thin basis.		
<p>R28 All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.</p>	Amber 29/07/2004	Amber 29/07/2004	Amber 29/07/2004
	Comment: This will be delivered as part of the development of our transactional website which will involve CRM integration.		
<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>	Amber 29/07/2004	Green 31/12/2005	Green 31/12/2005
	Comment: General email enquiries received through the website are received by Corporate Customer Services and acknowledged within one working day. Although we have published our Customer Charter on-line, we have yet to publish a documented performance standards policy.		
<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>	Amber 10/07/2004	Amber 10/07/2004	Green 31/03/2006
	Comment: Workflow is embedded within the Countywide CRM and will be exploited across the majority of customer facing services as part of the CDeGP action plan. Requirements for Benefits and Revenues and Environmental Services will be scoped via BPR workshops once the business cases are accepted. The completion date is based on the minimum requirements set out in the Practitioners Guidance Notes.		
<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>	Amber 20/04/2005	Amber 20/04/2005	Green 31/03/2006
	Comment: Corporate Customer Services will be the principal contact point to support the single notification of a change of address whether that be via face-to-face, telephone, post or web. The Countywide CRM will be used to handle these requests in the longer term. The NE toolkit local community which is chaired by Sedgefield Borough Council is currently looking at the LGSL to determine those services which may be effected by a change of address.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<p>If already 'green' on R27, R28, R29, G24 & G25 above please comment on</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>			<p>Comment: E19 will serve to measure the delivery of Sedgefield's Customer Services Programme vision - To resolve 80% of all customer enquiries at the first point of contact. Improvement targets will be put in place once core enabling corporate technologies are implemented and sufficient change management and training practices have been deployed. We will be in a position to establish baseline data from the CRM to inform future improvement targets.</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 04/07/2002	Green 04/07/2002	Green 04/07/2002
	<p>Comment:The Council's member e-champion is the Cabinet Member for Performance Management, also Chair of the County Durham e-Government Partnership Joint Committee. The officer e-champion is the Director of Resources. Both will continue to play a significant role in ensuring that the council's customer focused e-delivery is maintained and developed through partnership working.</p>		
ii) e-government programme manager	Green 29/07/2004	Green 29/07/2004	Green 29/07/2004
	<p>Comment:The Council has in place a Corporate e-Government Manager to oversee the successful delivery of the Council's e-Government programme. This post is located within the Service Improvements Unit which has been established to facilitate continuous improvement across the council. A CDeGP Programme Manager has also been appointed by the CDeGP Programme Board.</p>		
iii) customer services management	Green 02/12/2004	Green 02/12/2004	Green 02/12/2004
	<p>Comment:The Council has appointed a Corporate Customer Services Manager. Working alongside the Corporate e-Government Manager, this post will play a central role in continually improving the functions of the Council's Customer Service Centre.</p>		
<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 07/01/2005	Amber 07/01/2005	Green 31/03/2006
	<p>Comment:As part of the IDeA's support to Local Authorities, it is funding a mobilisation project to support Authorities in change management and to transfer knowledge and skills. An approach appropriate to the needs of Sedgefield can be customised from the components described below and other activities as required. Components of the approach include the following: · Conducting a review of the current ability and capacity of people within the organisation to engage with change (includes a consistency assessment); · Strengthening people's change leadership management skills (using the AEM approach); · Strategic Team Development and Alignment (using the AEM approach); · Strengthening the sense of purpose to improve the level of service and value for money for all customer groups (using the participative change approach) ·Transferring knowledge and competence The above approach has been integrated into the change management module of the Council's Corporate Workforce Development Plan.</p>		

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> Establishment of an e-delivery programme board 	Green 03/06/2004	Green 03/06/2004	Green 03/06/2004
	<p>Comment:Sedgefield has established a Modernisation Taskforce, which is the equivalent of the ODPM'S recommended e-Delivery Board. The Modernisation Taskforce consists of Heads of Service and other key members of staff to ensure that progress is made across the authority in all service areas. The remit of the Taskforce is as follows: To develop a Corporate Customer Services rollout programme. To ensure compliance to BVPI 157 for each service area To implement the Priority Services Outcomes To utilise National Projects products to avoid duplication of effort and avoid re-inventing the wheel To develop process change business cases, project and change management processes for successful business and organisational change implementation. To develop and implement a set of corporate customer services protocols.</p>		
<ul style="list-style-type: none"> Use of formalised programme & project management methodologies (e.g. PRINCE2, MSP) to support e-delivery programme 	Amber 10/04/2003	Amber 10/04/2003	Green 31/03/2006
	<p>Comment:The County Durham e-Government Partnership is committed to delivering all partnership projects using PRINCE2 methodology. The Council has a number of staff trained up at PRINCE2 Foundation and Practitioner levels. To ensure a transfer of skills and knowledge, a PRINCE2 Lite manual will be produced by 2 interim project managers for use by heads of service and other key staff. In addition, an on-going training needs programme will be informed by the Competency Development Process outlined above.</p>		
<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 19/05/2005	Green 19/05/2005	Green 19/05/2005
	<p>Comment:A Corporate Risk Register has been set-up which incorporates the risks associated with the roll out of local e-Government. A process to manage these risks has also been implemented. The County Durham e-Government Partnership has also committed to using the STORM (Strategic and Operational Risk Management) methodology for each of its projects.</p>		
<ul style="list-style-type: none"> Use of customer consultation/research to inform development of corporate e-government strategy 	Green 30/06/2003	Green 30/06/2003	Green 30/06/2003
	<p>Comment:The countywide consultation with Durham residents (June 03), delivered as part of the County Durham e-Government Partnership's Access to Services programme has shaped the Council's e-Government Strategy. E-Consultation techniques will also be used to inform continual improvement in service delivery.</p>		
<ul style="list-style-type: none"> Establishment of policy for addressing social inclusion within corporate e-government strategy 	Green 10/09/2004	Green 10/09/2004	Green 10/09/2004
	<p>Comment:Combating Social Exclusion is addressed in the Council's model for Customer Contact as outlined in the Councils Customer Services Modernisation Programme: http://www.sedgefield.gov.uk/ccm/content/resources/service-improvement/e-government-strategy/customer-services-modernisation-programme.en</p>		

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> • Identification of the specific needs of the most disadvantaged groups and exploring how Information Communication Technologies (ICT) can help to address these needs (see http://www.socialexclusion.gov.uk/page.asp?id=583) 	Green 10/09/2004	Green 10/09/2004	Green 10/09/2004
	<p>Comment:The Council's model for Customer Contact is addressing local needs especially those of the most disadvantaged communities that do not have internet access and/or are not IT literate. Our approach is outlined in the Councils Customer Services Modernisation Programme: http://www.sedgefield.gov.uk/ccm/content/resources/service-improvement/e-government-strategy/customer-services-modernisation-programme.en</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 	Amber 01/12/2004	Amber 01/12/2004	Amber 01/12/2004
	<p>Comment:A joint bid from all partners in the CDeGP has been submitted to the North East Centre for Excellence to create a Countywide information Governance Strategy. Supported by an e-Government Project Manager, the Corporate Information Governance Group will be responsible for implementing this Strategy.</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 01/12/2004	Green 31/12/2005	Green 31/12/2005
	<p>Comment:As part of the Council's Customer Services Modernisation Programme, the Corporate e-Government Manager and Customer Services Manager will work as part of the County Durham e-Government Partnership to develop a public services trust charter based on national guidance.</p>		
<ul style="list-style-type: none"> • Establishment of partnerships for the joint (aggregated) procurement of broadband services 	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004
	<p>Comment:The CDeGP are using the broadband services of Durhamnet for the shared CRM.</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) 	Amber 31/05/2004	Amber 31/05/2004	Amber 31/05/2004
	<p>Comment:Part of the Council's strategy is to establish a series of one-stop-shops that link into the Council's Contact Centre infrastructure. These outlets will include our Town and Parish Councils and Citizens Advice Bureaux with the aim of bringing services closer to our customers. The Council is actively engaging with these intermediaries. For example the Council and Sedgefield & District Citizens Advice Service (CAB) are currently joining up their approaches to outreach the Benefits Service to socially deprived areas and to remote rural locations.</p>		
<ul style="list-style-type: none"> • Compliance with BS 7799 on information security management 	Amber 01/04/2005	Amber 01/04/2005	Amber 01/04/2005
	<p>Comment:The Council will address this standard as part of an holistic approach to Information Governance.</p>		
<ul style="list-style-type: none"> • Implementation of Benefits Realisation Plan for delivery of local e-government programme strategic objectives 	Amber 04/03/2005	Amber 04/03/2005	Green 31/03/2006
	<p>Comment:This is currently being addressed through the Council's Modernisation taskforce and CDeGP Programme Board.</p>		






Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<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) 	Green 31/10/2005	Green 31/10/2005	Green 31/10/2005
	Comment: Working as part of the NE Toolkit Local Community, the Council assigned authentication levels to those PIDS associated with the Benefits Service to assist the development of the GC Register Module of Government Connects.		
<ul style="list-style-type: none"> Planned compliance to HMG Security and authentication frameworks through commitment to citizen, employee and volunteer account registration in Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) 	Amber 01/04/2005	Amber 01/04/2005	Amber 01/04/2005
	Comment: The Council is committed to the Government Connects initiative to enable trusted joint working initiatives.		
<ul style="list-style-type: none"> Compliance with an independent trust scheme approval process designed to provide assurance for individuals and companies using or relying upon e-business transactions (see www.tscheme.org) and which will work with Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) 	Amber 01/04/2005	Green 31/12/2005	Green 31/12/2005
	Comment: The Council will comply with guidance issued via the tScheme.		
<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 			
	Amber 30/08/2005	Amber 30/08/2005	Amber 30/08/2005
	Comment: On behalf of the County Durham e-Government Partnership, Sedgfield has registered interest in becoming a regional pilot for Government Connects.		
	Amber 30/08/2005	Amber 30/08/2005	Amber 30/08/2005
	Comment: On behalf of the County Durham e-Government Partnership, Sedgfield has registered interest in becoming a regional pilot for Government Connects.		
	Amber 30/08/2005	Amber 30/08/2005	Amber 30/08/2005
	Comment: On behalf of the County Durham e-Government Partnership, Sedgfield has registered interest in becoming a regional pilot for Government Connects.		
	Amber 30/08/2005	Amber 30/08/2005	Amber 30/08/2005
	Comment: On behalf of the County Durham e-Government Partnership, Sedgfield has registered interest in becoming a regional pilot for Government Connects.		

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
vii) cross agency secure transactions (Government to Government)	Amber 30/08/2005	Amber 30/08/2005	Amber 30/08/2005
	Comment: On behalf of the County Durham e-Government Partnership, Sedgefield has registered interest in becoming a regional pilot for Government Connects.		
viii) account structures for citizens, businesses, property, voluntary & community bodies, schools and parishes	Amber 30/08/2005	Amber 30/08/2005	Amber 30/08/2005
	Comment: On behalf of the County Durham e-Government Partnership, Sedgefield has registered interest in becoming a regional pilot for Government Connects.		
ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local Area Agreements (where in place)	Amber 30/08/2005	Amber 30/08/2005	Amber 30/08/2005
	Comment: On behalf of the County Durham e-Government Partnership, Sedgefield has registered interest in becoming a regional pilot for Government Connects.		
x) GC Register (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Red 10/03/2005	Red 10/03/2005	Amber 10/02/2006
	Comment: On behalf of the County Durham e-Government Partnership, Sedgefield has registered interest in becoming a regional pilot for Government Connects.		
xi) GC Exchange (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Amber 30/08/2005	Amber 30/08/2005	Amber 30/08/2005
	Comment: On behalf of the County Durham e-Government Partnership, Sedgefield has registered interest in becoming a regional pilot for Government Connects.		
• Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) back office connection in place (Department Interface Server)	Green 10/06/2005	Green 10/06/2005	Green 10/06/2005
	Comment: Sedgefield has already implemented LGOL-Net to enable this process.		
• 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.localegov.gov.uk/localdirectgov/ieg5)	Green 20/05/2005	Green 20/05/2005	Green 20/05/2005
	Comment: The Council is a committed user of the ESD-Toolkit and has included all URLs to service PIDS within its local tree to enable Directgov to extract this information.		
• Reciprocal connection to Directgov (see http://www.direct.gov.uk) from corporate website and partnership portal(s)	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004
	Comment: There is a link to Directgov on the Councils homepage www.sedgefield.gov.uk .		
• Introduction of Digital Interactive TV services (see http://www.digitv.org.uk)	Red 31/07/2005	Red 31/07/2005	Amber 31/03/2006
	Comment: This is currently being addressed through the CDeGP 'Access to Services' Project		
• Establishment of dedicated telephone contact centre(s) services	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004
	Comment: The Council has implemented a 20+ seat contact centre. More information at: http://www.sedgefield.gov.uk/ccm/content/resources/service-improvement/e-government-strategy/customer-services-modernisation-programme.en		

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 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) 	Amber 01/09/2004	Green 31/12/2005	Green 31/12/2005
	Comment: Guidance and protocols have been introduced to enable the Council to respond to the requirements of the Act. As part of the CDeGP CRM rollout programme, a common FOI service request form will be developed and implemented.		
<ul style="list-style-type: none"> Regularly-maintained link from Local Land & Property Gazetteer (LLPG) to National Land & Property Gazetteer (NLPG) (see http://www.nlpg.org.uk) 	Green 01/12/2005	Green 01/12/2005	Green 01/12/2005
	Comment: Exported our first update to the National Hub on 2/12/04. Will continue with weekly updates. This will progress SBC to a Level 3 Gazetteer.		
<ul style="list-style-type: none"> Local Land & Property Gazetteer (LLPG) linked to Customer Relationship Management (CRM) systems 	Green 30/09/2005	Green 30/09/2005	Green 30/09/2005
	Comment: A process has been defined and implemented across the CDeGP as a result of collaboration between district LLPG Custodians and the CRM Team.		
<ul style="list-style-type: none"> Connection to National Land Information Service (NLIS) at Level 3 (see http://www.nlis.org.uk) 	Red 11/12/2004	Amber 31/12/2005	Amber 31/12/2005
	Comment: The number of e-transactions have not warranted further development.		
<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) 	Amber 01/06/2004	Green 31/12/2005	Green 31/12/2005
	Comment: Deep links will be established into the County Council's website		

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 %	● 180 ● 49.45 %	● 234 ● 64.36 %	● 328 ● 90.33 %	● 350 ● 96.41 %	● 363 ● 100.00 %
Collecting revenue: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 26 ● 81.25 %	● 31 ● 96.88 %	● 31 ● 96.88 %	● 31 ● 96.88 %	● 32 ● 100.00 %
Providing benefits & grants: ● Total types of interaction e-enabled ● % e-enabled	96 %	● 7 ● 36.84 %	● 15 ● 78.95 %	● 15 ● 78.95 %	● 16 ● 84.21 %	● 19 ● 100.00 %
Consultation: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 19 ● 19.19 %	● 27 ● 27.27 %	● 68 ● 68.69 %	● 76 ● 76.77 %	● 99 ● 100.00 %
Regulation (such as issuing licenses): ● Total types of interaction e-enabled ● % e-enabled	94 %	● 26 ● 35.14 %	● 41 ● 55.41 %	● 63 ● 85.14 %	● 65 ● 87.84 %	● 74 ● 100.00 %
Applications for services: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 104 ● 41.27 %	● 148 ● 58.73 %	● 192 ● 76.19 %	● 229 ● 90.87 %	● 252 ● 100.00 %
Booking venues, resources & courses: ● Total types of interaction e-enabled ● % e-enabled	93 %	● 6 ● 37.50 %	● 7 ● 43.75 %	● 10 ● 62.50 %	● 14 ● 87.50 %	● 16 ● 100.00 %
Paying for goods & services: ● Total types of interaction e-enabled ● % e-enabled	95 %	● 43 ● 81.13 %	● 45 ● 84.91 %	● 46 ● 86.79 %	● 50 ● 94.34 %	● 53 ● 100.00 %
Providing access to community, professional or business networks: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 64 ● 46.72 %	● 70 ● 51.09 %	● 105 ● 76.64 %	● 118 ● 86.13 %	● 137 ● 100.00 %
Procurement: ● Total types of interaction e-enabled ● % e-enabled	95 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 2 ● 50.00 %	● 3 ● 75.00 %	● 4 ● 100.00 %
Total: ● Total types of interaction e-enabled ● % e-enabled	98 %	● 475 ● 45.23 %	● 618 ● 58.87 %	● 860 ● 81.97 %	● 952 ● 90.74 %	● 1049 ● 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)	613,000	643,152	707,467	778,213	856,035
• Unique users, i.e. separate individuals visiting website (annual)	63,223	76,188	83,806	92,187	101,406
• Number of e-enabled payment transactions accepted via website	1	2	2,046	2,244	2,475
• Number of change of address notifications accepted via website	0	2	309	296	286
• Number of planning applications accepted via website (including through the Planning Portal)	0	11	156	180	200
	<p>Comment: * During 04/05 we have implemented a new CMS for our website. During the implementation of this CMS our website had to be hosted by an outside company. This means that figures for Nov 04, Dec 04, Feb 05 and Mar 05 can't be provided. To provide a realistic figure for the year an average of the statistics held were taken and added to the total. Avg Unique Users per Month = 6273 Avg Page Impressions per Month = 57,190. It is predicted that the number of unique users and page impressions will increase by about 10% over the next few years. * E-Payments on-line went live in September 2004. The Council needs to market the availability of this service. For 05/06, we are anticipating that 33% of our Telephone customers will use our on-line payments facility as an alternative option. * All Change of Address requests received from customers will go through Customer Services in the next financial year. Integration of this e-form is within the scope of the Countywide CRM Work Programme 2005/2006. We have no actual base figures to inform future estimates. The calculation is based on 2001 census data whereby 2224 changes of ownership were recorded in Sedgefield. Applying the same take-up estimates for payments we assume that a similar figure can be applied for change of address notification. Calculations informed by National Statistics do not distinguish between Rented Accommodation, Second Properties and Owners living in the Dwelling. With 35.2% of Dwellings in Sedgefield being rented (Council / Private) this figure isn't 100% accurate. This calculation also doesn't try to predict housing market trends and uses the same base figure for each year. * The current number of applications through the planning portal is 11. This figure is expected to improve once the facilities available on-line are marketed. The council are developing a marketing strategy for the planning portal and are planning to hold workshops for agents and discuss the marketing plans with the planning portal. Once the marketing strategy has begun it is predicted that 10% of the council's applications will be made through the planning portal.</p>				
Telephone					

	Actual		Forecast		
E-enablement & Main E-Access Channel Take-Up	03/04	04/05	05/06	06/07	07/08
<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	6,900	8,315	9,900	10,900	12,000
● Number of change of address notifications accepted via telephone	0	1,353	935	898	865
	Comment: Introduced automated telephone payments in August 2004 and have been encouraging residents and customers to use this method of payment. Increase in take up assumed in later years. Currently we do not hold figures for changing address notifications but in the future these figures will be available through the CRM system. Refer to Local Service Web Sites for forecast calculation.				
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	4,000	7,139	7,852	8,638	9,502
● Number of change of address notifications accepted via personal contact	0	870	980	1,030	1,073
	Comment: Although we are encouraging greater use of electronic methods of interaction with the community, it is recognised that the Council needs to provide face to face contact where appropriate as reflected in its Customer Services Strategy. Currently we do not hold figures for changing address notifications but in the future these figures will be available through the CRM system. Refer to Local Service Web Sites for forecast calculation.				
Other Electronic Media <i>(e.g. BACS, text messaging)</i>					
● Number of e-enabled payment transactions accepted via BACS	184,000	188,380	200,600	213,600	227,500
● Number of e-enabled payment transactions accepted via text message or other electronic form	0	0	0	0	0
● Number of change of address notifications accepted via other electronic media	0	0	0	0	0
	Comment: The Council provides the necessary information required on correspondences and invoices sent out to facilitate transactions via this method.				
Non Electronic <i>(e.g. cash office, post)</i>					
● Number of payments accepted by cheque or other non-electronic form	247,000	235,000	246,500	244,000	242,000
● Number of change of address notifications accepted via non-electronic form	0	0	0	0	0
	Comment: It is acknowledged that an element of the customer base still prefers to use this method at this point in time				

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: % going to fund the CDeGP CRM rollout.				
• ODPM Local e-Government Support & Capacity Programme capital grant	0	34,584	50,000	0	0
	Comment: ISU Funds for Change Management and Project Management Support.				
• your council's nominal pro rata share of ODPM Local e-Government Partnership Programme capital grant allocated in your area	81,250	6,000	6,000	0	0
	Comment: For years 01/02-03/04 funding obtained via LGOL for Partnership round one - 1/8 share of the CRM funding. For years 04/05 - 05/06 - £300K from North East Connects, our Regional e-Government Partnership. This equates to £12K per authority for the Regional e-Democratic Suite (Lead Authority -Sunderland MBC)				
• 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	966,000	724,000	1,100,000	1,400,000	1,400,000
	Comment: * Service Heads are using the ICT and e-Government Capital Programme 2005-2006 process to bid for Capital and Revenue to enable them to deliver the Priority Service Outcomes. * Matched funding from Benefits Budget equating to £80K				
• other resources (e.g. training) (please specify)	0	34,500	14,500	0	0
	Comment: * £20K Matched Funding from LAWS National Project to be a Phase 2 Implementation Site. * £29K from DWP for Benefits Training Officer to provide training to Benefits and Customer Services Staff				
• ODPM e-Innovations Fund capital grant	0	0	50,000	50,000	50,000
	Comment:				
• financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB), EU funding	184,000	30,000	0	0	0
	Comment: * £26K UK On-line Programme and the New Opportunities Fund supported Cyber Café developments * £145K from DWP for DIP & Workflow in Benefits and Revenues * £13K from DWP for on-line Benefits				

	Backward Look (£)		Forward Look (£)		
Programme Resource	01/02 to 03/04	04/05	05/06	06/07	07/08
	Calculator * £10K for Benefits Portal from DWP that will integrate into Corporate CRM * 20K Regional Centre For Excellence Bid for Countywide Information Strategy				
TOTAL	1,631,250	1,179,084	1,370,500	1,450,000	1,450,000

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	2,287	20,718	0	41,436	59,154	0
	<p>Comment: This calculation is based on the jobsgopublic IEG4 Savings Calculator. In the first 6 months of 2004/2005 financial year the Council issued 2100 application forms by post and an additional 212 (9%) were completed electronically. This half of the year is not considered typical, due to the restructure and the resulting increase in recruitment activity. Therefore a full year total of 3000 application forms has been assumed. This estimate is based on issuing 3000 application forms per year and uses the assumptions and estimates suggested by jobsgopublic. The forecast cost savings are based on an estimated reduction of hard copy packs sent of 10% 2004/5, 25% 2005/6, 50% 2006/7 and 75% 2007/8. Again these forecasts are based on jobsgopublic suggested estimates and may be optimistic. The most significant savings are achieved by advertising on-line and would be dependent on a corporate decision to cease using press adverts.</p>					
• e-payments	6,624	10,000	0	10,000	10,000	0
	<p>Comment: The Council introduced an automated telephone payments system in August 2004 which is generating savings in both the front and back office functions associated with collection, administration and reconciliation of income received.</p>					
• corporate services efficiencies not covered above	361,500	37,000	30,000	37,000	37,000	30,000
	<p>Comment: * £344000 average saving per council for the CDeGP joint procurement of a CRM solution. All of which is cashable. * £17500 reduced annual licence fee in respect of the new Financial Management System (FMS), which was procured in partnership with eight neighbouring authorities in the North East, all of which is cashable, * £37000 annual savings of which £30000 is cashable, is expected through: -Working closely with the County Durham e-Government Partnership to develop e-government initiatives and deliver its strategic objectives. - Build and maintain an ICT infrastructure that meets current and future needs through the ICT Revenue and Capital Programme - Deliver the Council's back office functions and corporate services more efficiently by adopting best practice and reviewing procedures and processes to improve performance</p>					
e-Procurement, of which:						

	Backward Look (£)		Forward Look (£)			
	04/05	05/06	06/07	07/08	Expected annual gain	Expected annual gain
Efficiency Gains	Annual gain	Expected annual gain	Expected annual gain	Expected annual gain	Expected annual gain	Expected annual gain
• Service specific	0	100,000	100,000	200,000	200,000	300,000
			..of which cashable	..of which cashable	..of which cashable	..of which cashable
	0	100,000	100,000	200,000	200,000	300,000
	Comment: Building on the Council's procurement strategy by -improving procurement processes, technologies and skills - Work towards national procurement guidelines and national procurement strategy - Work collaboratively with partners to identify and utilise best practice and innovative procurement practices The Council is expected to achieve 2.5% savings through efficiency gains based on the Councils current net revenue budget of £12.3M. This equates to a saving of £300K pa. The Council's medium term financial plan anticipates that this will be fully met by the end of 2007/2008 in cash terms. Inevitably it will take time to reach these savings and the figures show realistic forecasts over the term of the plan.					
• Cross-cutting e-procurement efficiencies not covered above	0	0	0	0	0	0
Productive time, of which:	Comment: Covered in above estimated figures					
• Service specific	0	60,000	60,000	72,000	72,000	86,400
	Comment: A £60,000 efficiency gain with a year on year 20% increase will be delivered through: - Developing and implementing pay and workforce strategies. Specifically addressing the e-Government Service Improvement Agenda through the 'Facilitating Change' Module of the Council's Improvement through People Strategy with the objective of improving the Council's change capacity. - Maximise usage of technology to increase productivity of staff including the use of mobile technologies - Work as part of the County Durham e-Government Partnership to address improvements on productive time through the Service Delivery Initiative which is about the business process re-engineering associated with improving the management and the delivery of services defined in the Local Government Services List (LGSL).					
• Cross-cutting productive time efficiencies not covered above	0	30,000	30,000	30,000	30,000	30,000
	Comment: Efficiency gains delivered through the implementation of Corporate CRM, Enterprise Workflow and Business Process Re-engineering that also addresses a back office (Service Departments) and front office (Customer Services) split are yet to be defined. The Council anticipates that the implementation of CRM and other Contact Centre technologies will assist the Council to increase customer satisfaction and deliver huge efficiencies, enabling the Council to handle 80 percent of transactions at first point of contact through 20% of staff and for 20% of the normal cost. £30,000 projected efficiency gains from Benefits and Revenues front office and back office split whereby the benefits claims process will significantly speed up. This figure does not assume any year on year efficiency gain increases given that the Council will be administering other non-local authority benefits eg Pensions Credits on behalf of National Agencies.					
Transactions	6,000	16,600	16,600	18,260	18,260	20,086
	Comment: Projected saving mainly associated with self-service: *£6,000 pa from on-line Benefits self-assessment calculator with assumed 10% year on year growth. * £10,000 pa annual efficiency gain resulting from the implementation of on-line booking for the Council's leisure facilities with assumed 10% year on year growth.					

	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
Efficiency Gains								
Miscellaneous efficiencies not covered above	0	0	14,095	0	12,000	14,000	12,000	0
	<p>Comment: * £2,095, Joint Procurement of Browealoud software for the CDeGP to satisfy PSO G4. To have individually procured would have cost us £ 5,985 each for 3 years. Collective powers meant that the CDeGP purchased the software for £3,890. A saving of £2,095 per authority. * £17,000 Annual Efficiencies expected from Environmental Services through: - Increased joint working at strategic and operational level to increase efficiency and realise economies of scale - Invest in new equipment and technology to maximise effectiveness and productivity of service - Continually review and revise street cleansing, refuse collection and waste management strategies exploiting the use of new technologies to enhance service delivery. * £14,000 cashable saving based on receiving a 40% discount from Government Connects for delivering the GC Modules as part of a 8 Council Partnership sharing a common infrastructure.</p>							
TOTAL EFFICIENCY GAINS - GROSS	376,411	361,500	288,413	130,000	420,696	244,000	554,640	330,000
LESS e-government implementation expenditure	1,179,084		1,370,500		1,450,000		1,450,000	
	Comment:							
TOTAL EFFICIENCY GAINS - NET	-802,673		-1,082,087		-1,029,304		-895,360	

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Item 8

SEDGEFIELD BOROUGH COUNCIL OVERVIEW & SCRUTINY COMMITTEE 3

Conference Room 1,
Council Offices,
Spennymoor

Tuesday, 8 November
2005

Time: 10.00 a.m.

- Present:** Councillor V. Crosby (Chairman) and
Councillors Mrs. B.A. Clare, G.C. Gray, Mrs. J. Gray, M.T.B. Jones,
B.M. Ord, Mrs. C. Potts, Mrs. L. Smith and Mrs. C. Sproat
- Invited to attend:** Councillors R.A. Patchett and Waters
- In Attendance:** Councillors Mrs. K. Conroy, A. Gray, B. Hall, J.E. Higgin, B. Meek,
G. Morgan, Mrs. E.M. Paylor and T. Ward
- Apologies:** Councillors B.F. Avery J.P, D.R. Brown and J.P. Moran

OSC(3)12/05 DECLARATIONS OF INTEREST
No declarations of interest were received.

OSC(3)13/05 MINUTES
The Minutes of the meeting held on 22nd September, 2005 were confirmed as a correct record and signed by the Chairman.

OSC(3)14/05 REGENERATION OF NEIGHBOURHOODS WITH OLDER PRIVATE SECTOR HOUSING
The Chairman of the Regeneration of Neighbourhoods with Older Private Sector Housing Review Group presented a report of the Review Group which had been established to look at the issues involved in the regeneration of areas with older Private Sector Housing. (For copy see file of Minutes).

The Cabinet Member for Housing was also present at the meeting to answer any queries.

It was explained that the Review had been set up to look at pre-1919 housing as part of the process of aiming to create sustainable communities.

The Review Group had examined issues surrounding older private sector housing within the Borough to determine what had been achieved to date and what needed to be addressed in the future. The report identified how the Review had contributed towards the Council's ambition of creating an attractive Borough with strong communities and to the associated community outcome of securing a range of quality affordable housing.

It was explained that the Review Group had gathered information and evidence through meetings, presentations by officers, visiting areas of the Borough with older private sector housing, considering Council policies and strategies and by speaking to residents.

The Review Group examined three priority areas within the Borough which had previously been identified by the Council for action at :

- Dean Bank, Ferryhill
- Ferryhill Station, and
- Chilton (West)

It was, however, recognised that further selective intervention could be required in other areas.

A number of measures to address the problems had been identified but in view of the resources required, the Council alone would not be able to resolve all issues. Other agencies would need to be involved and partnership working would be needed within those communities. The Review Group had also recognised that the development of a master plan would be fundamental to helping achieve objectives.

Recommendations had been formulated by the Review Group for consideration by Cabinet. Those recommendations were identified in the report.

During discussion of this item, reference was made to the selective intervention in other areas at a later stage and in particular how those areas would be identified. In response, it was explained that other areas could be identified using measured criteria to assess the viability of the community including joblessness, levels of crime, anti-social behaviour etc.

A query was raised by Members in relation to procedure and monitoring of intervention. It was explained that the recommendations of the final report would be submitted to Cabinet for consideration. An Action Plan would then be introduced including timescales. The Committee would have a role in monitoring the actions. The Council could have a role to play in levels of enforcement and selective licensing of private landlords if the provisions available under the Housing Act 2004 for selective licensing of private landlords were adopted. The Committee would receive updated reports on progress at appropriate times.

In response to a query raised regarding compulsory purchase and relocation it was explained that account would be taken of the wishes of the community in relation to relocation and suitable support provided for residents affected.

A query was also raised regarding the valuation of properties for CPO purposes and it was explained that the properties would be valued as at the date of the CPO being confirmed.

During discussion reference was also made to the master plan and strategic interventions which would be undertaken in the priority areas. It was suggested that running alongside those, there could be other small interventions e.g. grants programmes, tackling fuel poverty.

AGREED : That the report and the recommendations contained therein be submitted to Cabinet for consideration :

OSC(3)15/05 WORK PROGRAMME

Consideration was given to the Committee's Work Programme (for copy see file of Minutes).

It was explained that in respect of the Street Safe Initiative Review, the final report had been drafted. This would be presented to a meeting of the Review Group and then to Overview and Scrutiny Committee 3.

In relation to the proposed item on recycling skips and frequency of emptying, it was explained that the issues had been resolved.

Reference was also made to the issue of environmental protection and in particular dog fouling. It was suggested that this issue could be addressed as part of the proposed Street Scene Review.

AGREED : That the Work Programme be approved.

ACCESS TO INFORMATION

Any person wishing to exercise the right of inspection, etc., in relation to these Minutes and associated papers should contact Liz North 01388 8161666 ext 4237

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**SEDGEFIELD BOROUGH COUNCIL
OVERVIEW & SCRUTINY COMMITTEE 3**

Council Chamber,
Council Offices
Spennymoor

Monday,
28 November 2005

Time: 10.00 a.m.

Present: Councillor V. Crosby (Chairman) and
Councillors D.R. Brown, Mrs. B.A. Clare, Mrs. J. Gray, M.T.B. Jones,
J.P. Moran, B.M. Ord and A. Smith

Invited to attend: Councillor M. Iveson

In Attendance: Councillors M.A. Dalton, Mrs. B. Graham, J.E. Higgin, A. Hodgson,
Mrs. L. Hovvels and J.G. Huntington

Apologies: Councillors B.F. Avery J.P, G.C. Gray, Mrs. C. Potts, Mrs. L. Smith and
Mrs. C. Sproat

OSC(3)16/05 DECLARATIONS OF INTEREST
No declarations of interest were received.

OSC(3)17/05 POLICE FORCE RESTRUCTURING
It was explained that the meeting had been convened to consider presentations from representatives of Cleveland and Durham Police authorities in relation to each Authority's views on proposals for Police Force restructuring and to seek the views of the Committee as part of a consultation process (for copies of presentations see file of Minutes).

Members of the Committee were informed of the background to the proposed changes, the reasons for change and the processes and timetable involved in the Home Office formulating a decision on the revised structure.

Presentation by Cleveland Police

The Chief Constable of Cleveland Police, Mr. Shaun Price and the Chairman of Cleveland Police Authority, Mr. McLuckie, were present at the meeting to outline Cleveland Police Authority's views on restructuring and their reasons.

The Committee was informed that Cleveland had looked at and consulted major stakeholders on four options which were :-

- Tees Valley City Region Police Force (Cleveland and South Durham)
- Cleveland Police (current structure)

- Amalgamation between Cleveland and Durham Constabulary
- A Regional Police Force (amalgamation between Northumbria Police, Durham Constabulary and Cleveland Police)

A preferred option had to be submitted to the Home Office by 28th October 2005. The preferred option submitted by Cleveland Police was for a Tees Valley City Region Police Force.

Cleveland Police Authority outlined the advantages of the Tees Valley City Region Police Force option, proposed staffing levels, the anticipated cost of adopting this option, what the re-organisation would mean for Sedgfield Borough, Community Policing and Protective Services.

It was pointed out that a Mori Poll had been undertaken which had shown that the option of a Regional Authority was not popular, with only 21% of residents in Cleveland and Durham favouring that option. Furthermore, as part of the Office of the Deputy Prime Minister's strategy "The Northern Way", 8 city regions had been identified one of which was Tees Valley. It was considered that services should be provided co-terminus with that area. The force would have a population of 875,000 and would have huge development potential.

Members were then given the opportunity to raise questions in relation to the presentation.

In response to a query raised by a Member on levels of violent crime and detection rates it was explained that the perception of crime was greater than crime itself and Cleveland Police were working with Crime Reduction Partnerships to reduce incidents of violent crime.

Dealing with a query raised by the Committee on collaboration between the Police Forces it was explained that the number one issue for all police forces was to reduce crime so whichever option was chosen they would all work together to maintain that aim.

Members of the Committee also queried how any savings from the proposal would be utilised. In response it was explained that any savings would be reinvested into policing.

Presentation by Durham Constabulary

The Chief Constable of Durham Constabulary Paul Garvin and the Deputy Chief Constable John Stoddart gave a presentation on Durham Constabulary's views in relation to restructuring.

They outlined the drivers for change and the criteria which had been given by the Home Office when considering the options for restructuring.

The Constabulary had consulted stakeholders and considered the following options :-

- Regional Force
- Durham and Northumbria
- Durham Constabulary
- Northumbria North Durham
- Durham and Cleveland
- Tees City Region

Members were informed that the preferred option of Durham Constabulary was a Regional Force covering Northumbria, Durham and Cleveland and this option had been submitted to the Home Office..

The rationale for Durham Police Authority's preferred option was outlined, together with Ministers' views and the impact which it would have on the area, protective services and neighbourhood policing. The anticipated cost etc, likely effects on Council Tax .and area structure were also outlined.

It was explained that this was considered to be the preferred option as the Regional Authority would have the capacity to provide a better level of protective service for the community and would mean better provision of community policing. The Regional Option also met the Home Office Guidelines in relation to population levels of the restructured forces. This option would also be less costly for Council Tax payers.

Members of the Committee were then given an opportunity to question the representatives from Durham Constabulary in relation to the presentation.

In response to a query raised by the Committee on the size of a Regional Force and the opportunity for local engagement it was explained that it would still be possible to have local engagement with a Regional Authority through Crime Reduction Partnerships.

A query was then raised regarding the geographical remoteness of some of the regional area and the differing population levels. It was explained that a Regional Authority would link in with local communities through local Community Inspectors and the 'beat bobbies'.

In response to a query on how savings would be utilised it was explained that a Regional Force would invest into protective services and in particular Neighbourhood Policing.

Cleveland Police Authority and Durham Constabulary then made final closing statements.

The representatives from the Police Authorities and the Council's Cabinet Members then left the meeting while the Committee formulated its comments.

RECOMMENDED:

- 1. That the proposal for a regional force developing the challenge of Level 2 protective services be endorsed and that it is not considered that the Cleveland proposal was a viable alternative for people of Sedgefield Borough.*
- 2. That whichever option is finally adopted Community Policing should not suffer and the affect on Council Tax should be kept to a minimum.*

ACCESS TO INFORMATION

Any person wishing to exercise the right of inspection, etc., in relation to these Minutes and associated papers should contact Liz North 01388 816166 ext 4237

Item 9a

SEDGEFIELD BOROUGH COUNCIL AREA 3 FORUM

Oldham Room,
Ceddesfeld Hall,
Sedgefield

Wednesday,
9 November 2005

Time: 7.00 p.m.

Present: Councillor T. Ward (Chairman) – Sedgefield Borough Council and

Councillor J. Burton	– Sedgefield Borough Council
Councillor Mrs. L. Hovvels	– Sedgefield Borough Council
Councillor J. Robinson J.P	– Sedgefield Borough Council
Councillor J. Wayman J.P	– Sedgefield Borough Council
Sergeant B. O'Connor	– Durham Constabulary
J. Irvine	– Fishburn Parish Council
T. Steary	– Sedgefield Neighbourhood Warden
D. Waters	– Sedgefield Community Association
N. Porter	– Sedgefield Primary Care Trust
Mrs. J. Bowles	– Sedgefield Village Resident
Mrs. A. Oliver	– Sedgefield Village Resident
Councillor L. Goddard	– Sedgefield Town Council
Councillor Mrs. M. Robinson	– Sedgefield Town Council
Councillor Mrs. L. Burton	– Trimdon Parish Council
Mrs. D. Maloy	– Trimdon Resident
Mrs. G. Norton	– Trimdon Resident

In

Attendance: A. Farnie and Mrs. L. Walker

Apologies: Councillors D.R. Brown and K.Noble - Sedgefield Borough Council

K. Noble	– Sedgefield Borough Council
Mrs. L. Swinbank	– Sedgefield town Council

AF(3)16/05 DECLARATIONS OF INTEREST

No declarations of interest were submitted.

AF(3)17/05 MINUTES

The Minutes of the meeting held on 14th September, 2005 were confirmed as a correct record and signed by the Chairman. (For copy see file of Minutes).

AF(3)18/05 POLICE REPORT

Sergeant B. O'Connor was present at the meeting to give details of crime statistics in the area.

It was reported that crime statistics were as follows: -

<u>Type of Crime:</u>	<u>Sedgefield :</u>	<u>Fishburn :</u>	<u>Trimdons :</u>
Theft	7	8	6
Criminal Damage	13	18	12
Burglary (dwelling)	0	0	0
Burglary (Other)	5	3	1
Robbery	0	0	1
Assault	12	1	6
Theft from motor vehicle	7	2	0
Total :	44	32	26

Sergeant O'Connor explained that the total number of incidents had decreased.

It was explained that there had been an increase in burglary from garage and sheds in the Sedgefield area. The number of reports of criminal damage in Fishburn had also increased.

Detailed discussion took place in relation to anti-social behaviour. It was explained that levels of anti-social behaviour were relatively low when compared to other wards within the Borough.

Members were of the opinion that members of the public did not report incidents of anti-social behaviour as a result of the slow response of the Police to the incidents. There was also fear of further threat and intimidation.

Sergeant O'Connor explained that incidents needed to be reported in order for prosecutions to be made.

Specific reference was made to alcohol consumption, especially people under the age of 18, and the effect it had on the level of anti-social behaviour.

Concern was expressed in relation to alcohol being sold to under 18s. It was suggested that retailers be encouraged not to serve people under the age of 21. It was explained that most retailers had adopted this practice. The problem was people purchasing alcohol for consumption by people under 18.

Reference was also made to under age drinking in public houses.

It was felt that a multi-agency approach was required in order to address the problem effectively.

Concern was expressed that although a Beat Officer had been appointed for the Trimdon area they were not yet in post.

AF(3)19/05

SEDGEFIELD PRIMARY CARE TRUST

N. Porter was present at the meeting to update the Forum on local health matters.

Reference was made to achieving patient access targets, which were submitted to the Board Meeting each month.

It was explained that patients who wished to do so should have access to a primary health care professional within 24 hours and a GP within 48 hours. Patients should also be able to make an appointment to visit a GP a week in advance.

Reference was made to the problems that Trimdon residents encountered in trying to access a GP. It was explained that it was often difficult to contact the surgery via telephone and appointments could not always be made for a week in advance.

With regard to the North East Ambulance Service it was reported that the target of response to 75% of calls to life threatening emergencies within eight minutes had not been achieved. Actual performance was 58%.

In relation to cancer services it was reported that the number of days between referral and treatment should not exceed 62.

Concern was expressed regarding the quality of discharge notes produced by hospitals. It was anticipated that the quality of notes produced by hospitals would improve through the implementation of electronic records system.

Specific reference was made to the possible outbreak on avian flu. Members queried how the PCT would provide the public with relevant information. It was explained that any information issued by the PCT would be part of a national campaign and would be published in 'Your Health Matters'.

Discussion took place in relation to the proposed re-organisation of the NHS. Members were reassured that if the proposals, which included the merger of six PCTs, were accepted strong community leadership would be maintained.

Members were updated on the financial position of the PCT.

Copies of "Your Health Matters" and "PCT Life" were available at the meeting.

AF(3)20/05

DRAFT RESIDENTIAL EXTENSIONS SUPPLEMENTARY PLANNING DOCUMENT

It was explained that A. Farnie, Principal Development Control Manager, was present at the meeting to give a presentation on the draft Residential Extensions Supplementary Planning document.

It was explained that throughout 2001/02 Sedgefield Borough Council had experienced a significant increase in residential extension applications. At the same time the Government had introduced a grant scheme – the planning delivery grant – which awarded those Councils who met/exceeded Government targets based on the speed of decision.

Subsequently, in order to maximise grant income, 80% of all household applications needed to be made within eight weeks. The speed of decision had become of high importance.

Sedgefield Borough Council was struggling to meet these targets and there was clear evidence that the Councils existing supplementary planning guidance note 4 adopted in 2000 had become out-of-date and required review. A decision was therefore taken in September 2003 to review the existing householder Supplementary Planning Guidance (SPG) and with a new supplementary planning document.

It was explained that final year students from the University of Newcastle School of Town Planning had been commissioned to review the existing SPG and identify best practice.

The first draft Supplementary Planning Document (SPD) was produced in May 2004. This document was presented to the Borough Council's Cabinet where it was subsequently approved for public consultation. The consultation period commenced on the 30th September 2005 and gave six weeks for comment. The consultation period would end on the 11th November 2005.

Following the end of the consultation period a report would be produced listing the representations received, a response to the representation and a recommendation as to what changes, if any, should be made in the light of the representations.

It was anticipated that the Council would adopt the Supplementary Planning Document in April 2006.

Members of the Forum were informed that the draft Supplementary Guidance document was more comprehensive than the existing SPG and dealt with a wide range of design issues. It provided advice on the party wall act, wildlife and building regulations.

The SPD would be split into convenient sections detailing various types of house extensions. Illustrations showing good and bad designs would also be included to act as a visual reference for prospective applicants.

Copies of the SPD were available at the Council Offices and in addition a full copy of the SPD would be available on the Council's website. This would enable members of the public to download those parts of the SPD that they were particularly interested in.

It was explained that the new guidance refined policies, especially in relation to side extensions.

Members questioned how planning applications would be affected during the interim period between documents. In response it was explained that all planning applications would be judged against the existing SPG until the SPD was formally adopted.

AF(3)21/05 BEACON LANE, SEDGEFIELD

Concern was expressed regarding members of the travelling community gathering on Beacon Lane, Sedgefield.

Members of the Forum were advised to contact Durham County Council.

AF(3)22/05 A689 DUAL CARRIAGEWAY

Concern was expressed in relation to the hazards that were present when approaching the junction at Stockton Road, Sedgefield with the trunk road A689.

It was explained that this was the responsibility of Durham County's Highway Department.

AF(3)23/05 COMMUNITY EMPOWERMENT NETWORK

Members were informed that a community event looking at environment, leisure and the arts and how they linked with the local strategic partnership (LSP) would be held on Thursday 17th November, 2005 at Mainsforth and District Community Centre.

AF(3)24/05 DATE OF NEXT MEETING

Wednesday, 11th January 2006 at Tremeduna Grange, Trimdon Village.

ACCESS TO INFORMATION

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Item 9b

SEDGEFIELD BOROUGH COUNCIL AREA 4 FORUM

Hackworth Suite,
Shildon Sunnydale
Leisure Centre

Tuesday,
15 November 2005

Time: 6.30 p.m.

Present: Councillor D.M. Hancock (Chairman) – Sedgefield Borough Council and

Councillor G.M.R. Howe	–	Sedgefield Borough Council
Councillor J.G. Huntington	–	Sedgefield Borough Council
Councillor J.M. Smith	–	Sedgefield Borough Council
Councillor Mrs.I.Jackson Smith	–	Sedgefield Borough Council
Inspector Ball	–	Durham Constabulary
Councillor Mrs. D. Bowman	–	Durham County Council
Councillor H. Robinson	–	Eldon Parish Council
J. Johnson	–	New Shildon Residents Association
Mrs. A. Armstrong	–	Sedgefield Primary Care Trust
D. Rutherford	–	Sedgefield Primary Care Trust
Mrs. K. Vasey	–	Sedgefield Primary Care Trust
Councillor M. Stott	–	Shildon Town Council
Councillor G. Swinbank	–	Shildon Town Council
C. Fletcher	–	Shildon Community Safety Group
B. Carr	–	Shildon Jubilee Community Centre
C. Wood	–	Shildon Centre
C. Hind	–	Local Resident

Apologies: Councillor Mrs. L. Smith - Sedgefield Borough Council

AF(4)15/05 DECLARATIONS OF INTEREST
Members had no interests to declare.

AF(4)16/05 MINUTES
The Minutes of the meeting held on 20th September 2005 were confirmed as a correct record and signed by the Chairman.

AF(4)17/05 DRAFT RESIDENTIAL EXTENSIONS SUPPLEMENTARY PLANNING DOCUMENT
C. Walton, Head of Planning Services, was present at the meeting to give a presentation on the draft Residential Extensions Supplementary Planning document. Copies of the document were distributed at the Forum.

It was explained that Sedgefield Borough Council had experienced a significant increase in residential extension applications over the past few years and there was clear evidence that the Councils existing Supplementary Planning Guidance, Note 4, adopted in 2000, had become out-of-date and required review. A decision was therefore taken in September 2003 to review the existing householder Supplementary

Planning Guidance (SPG) and develop a revised Supplementary Planning Document.

Final year students from the University of Newcastle, School of Town Planning had been commissioned to review the existing SPG and identify national best practice. Council officers had subsequently refined the work to suit local circumstances.

A draft Supplementary Planning Document (SPD) was produced and presented to the Borough Council's Cabinet, in September 2005, where it was approved for public consultation. The consultation period had now ended and it was anticipated that the Supplementary Planning Document would be adopted by the Council in April 2006.

Members of the Forum were informed that the draft Supplementary Guidance Document was more comprehensive than the existing SPG and provided detailed advice and guidance on the following: -

- General Design Principles
- Porches
- Forward Extensions
- Side Extensions
- Rear Extensions
- Rural Extensions
- Conservatories
- Dormer Windows and Roof Extensions
- Garages and Outbuildings
- Walls and Fences
- Other material considerations

It was pointed out that copies of the SPD were available at the Council Offices and in addition a full copy of the SPD would be available on the Council's website. This would enable members of the public to download those parts of the SPD that they were particularly interested in.

Questions were raised as to the level of enforcement that was available in detecting properties where planning permission had not been sought. It was explained that the number of properties that had not sought planning permission was low.

It was also pointed out that the Council employed a full time enforcement officer to target such issues, however, information from the public was welcomed in identifying properties/extensions that they suspected had not got planning permission.

AF(4)18/05

POLICE REPORT

Inspector Ball was present at the meeting to give details of crime statistics for the area.

It was reported that the crime statistics for the month of October were as outlined below:

Reported Incidents	376
Total crime	102
Total Primary Arrests	22
Domestic Violence	4
Burglary Dwelling	2
Burglary Other	9
Criminal Damage	36
Theft from Vehicle	3
Theft of vehicle	1
Assault	10
General Theft	14

Inspector Ball made reference to Minute No: **AF(4)11/05 Police Report** which detailed the suggested implementation of the initiative AXENIC. He reported that relevant officers had given consideration to the suggestion and that the Forum would continue to be updated as to its progress.

In an attempt to combat anti-social behaviour, the CCTV van together with Beat Officers and Officers who were part of the Dog Section, had been patrolling areas where problems had been persistent. It was believed the presence of the increased number of officers had had an impact on the areas and an improvement had been seen.

Joint initiatives between the police and the Tenancy Enforcement Team at Sedgfield Borough Council would also continue in targeting problem tenants.

Detailed consideration was given to targeting anti-social behaviour, including what methods could be implemented to identify what youngsters want.

C. Wood, from the Shildon Centre, informed Members of the Forum that the Centre had produced a report. The report was currently out for consultation, aimed at giving youngsters in the area an opportunity to air their views. The main recommendation of the report was to invite youth workers from the area to form a network and develop youth forums to enable youngsters to express their views and subsequently implement schemes that they had chosen.

It was reported that the document had been distributed to as many youngsters as possible to ensure that a wide response was obtained.

Copies of the report could be obtained by contacting the Centre.

Members of the Forum expressed their support of the document and requested that updates continue to be brought.

Concerns were raised by the Forum regarding the problem of under-age drinking, specifically the problem of parents buying the alcohol. Inspector Ball reported that a Licensing Enforcement Officer had taken up post and was keen to confront and rectify problems.

Finally, concerns were again raised regarding contacting the Communications Centre. Members of the Forum reported that the majority of calls were answered by a recorded message. Inspector Ball explained that the system was under review and the police were aware of the problems. Members of the Forum were however asked to continue to report any incidents and use the system. It was also pointed out that incidents could be reported by e-mail and directly to officers.

AF(4)19/05 SEDGFIELD PRIMARY CARE TRUST

K. Vasey was present at the meeting to update members of Forum on the agreed investments for 2005/06, which would be used to ensure NHS targets were met.

Members of the Forum were informed that additional resources would be put into the following: -

- Out-of-hours service
- A new framework for GP contracts
- Mental health
- Continuing health care
- Integrated teams
- Cancer services
- Coronary heart disease

Reference was also made to improving access for patients requiring hospital care and access to GPs and nurses within local practices.

Detailed consideration was given to the staffing levels of the emergency care service at Bishop Auckland Hospital, specifically during an evening and whether nurses were on duty. It was explained that there were a number of nurses on duty every evening to support the work of the duty doctors.

It was also pointed out that unhealthy eating was now costing the NHS more than the problem of smoking. C. Vasey explained that the NHS had a number of initiatives that promoted healthy eating and smoking cessation. It was pointed out, however, that it was the responsibility of more than one organisation. Other factors that have an effect on healthy eating, such as finance, time management and education were also discussed.

AF(4)20/05 QUESTIONS

Regeneration In Shildon

The Chairman of the Forum gave details of a letter that he, together with a number of senior officers from Sedgfield Borough Council had received after the last community walkabout.

It was explained that during the walkabout a number of areas had been identified as requiring urgent improvements, therefore Shildon Community Safety Group sent a letter to advise Officers at Sedgfield Borough Council of the main issues.

The Chairman reported that he had been in discussion with a number of Officers at the Borough Council and an update would be brought to a future meeting.

AF(4)21/05

DATE OF NEXT MEETING

17th January, 2006 at 6.30 p.m. in the Hackworth Suite Shildon Sunnydale Leisure Centre.

ACCESS TO INFORMATION

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