

WINCHESTER CITY COUNCIL

www.winchester.gov.uk

IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2003

IEG3



local e-gov



**OFFICE OF THE
DEPUTY PRIME MINISTER**

IMPLEMENTING ELECTRONIC GOVERNMENT RETURNS 2003 (IEG3)

Introduction

This IEG3 return is an essential part of the national monitoring process for assessing electronic local service delivery capability against the 2005 target and supports the aims of the National Strategy for local e-government (www.localgov.gov.uk). It is also an important feedback mechanism for assessing progress and the use of IEG funding in individual local authorities.

A key objective of the Office of the Deputy Prime Minister's (ODPM) SR2002 Public Service Agreement involves improving delivery and value for money of local services within a framework of national targets and policies. This includes:

- introducing comprehensive performance assessments and action plans, and securing a progressive improvement in authorities' scores;
- overall annual improvements in cost effectiveness of 2% or more; and
- assisting local government to achieve 100% capability in electronic delivery of priority services by 2005, in ways that customers will use.

The above performance targets also form part of the Public Service Agreement for Local Government and the ODPM is working in partnership with local authorities and their representative national organisations to help achieve the specified objectives.

The format of the IEG return is subject to extensive consultation. Last year, this helped to achieve a 100% return rate of IEG2 submissions from local authorities. This year, the format of the IEG3 return is intended to simplify the process further for local authorities and move towards a self-assessment approach. In order to maintain consistency with the statistical elements of IEG2, tables on BVPI 157 and resources remain unchanged from last year. Successful completion of the IEG3 return also demands awareness of the ODPM's National Strategy for Local e-Government published in November 2002 (www.localgov.gov.uk/nationalstrategy).

E-Government is a key tool in delivering local services. Within the CPA process, those councils that have not done well in achievement, investment, capacity or performance management may particularly need to consider the role that e-government can play in delivering improvements as part of a wider strategy for improvement planning.

The new proforma format for IEG3 returns complies with Government commitments to reduce service plan requirements for local authorities, whilst balancing the need for authorities to supply statistical information for the purpose of monitoring national progress on the implementation of local e-government. "Excellent" CPA authorities are requested to complete this plan in order to assist in benchmarking national progress and to demonstrate their commitment to e-government. In particular, the third year of IEGs represents an opportunity for self-assessment, benchmarking and measuring progress on key factors.

The use of the IEG process to gather data on key areas was successfully pioneered in IEG2.

This proforma is intended to standardise Implementing Electronic Government (IEG) returns for 2003. It has been prepared for English County, District, Unitary Councils, London Boroughs, National Park Authorities, the Corporation of London, the Greater London Authority, London Development Agency, Transport for London who are subject to the Best Value Performance Indicator 157 and have been requested to prepare these statements.

[Separate guidance is being prepared for Single Purpose Fire Authorities in England on the preparation of IEG Statements for 2003.]

Funding

A formal announcement regarding IEG funding for 2004/5 and 2005/6 will be made later this year. You should complete this return on the basis that it will inform the distribution of £175 million of available capital funding from the ODPM for local e-government in 2004/5 and £96.5million in 2005/6.

Completeness

Failure to complete any elements of this proforma may result in the withholding of IEG3 funding for 2004/5. You should consult with relevant members of the ODPM's local e-government team for clarification of what is required.

Approval

It is important that the information contained in your completed IEG3 proforma is approved by the Council before submission and that adequate time for this is built into the timetable.

Submission

The deadline for the submission of IEG3 statements is **Monday 10 November 2003**.

Please submit them by e-mail to localegov@odpm.gsi.gov.uk. Copies of this IEG3 proforma can be found at www.localegov.gov.uk. An online version of this form can be accessed at the Improvement & Development Agency's (I&DeA) Electronic Service Delivery (ESD) toolkit (www.esd-toolkit.org).

Please do not hesitate to contact relevant members of the ODPM local e-government team should you require further information or clarification. Contact details can be found on the last page of this guidance.

1. Priority Services

Winchester City Council is endeavouring through the implementation of e-government initiatives to provide sustainable e-services which will lead to improved service delivery for **it's** citizens.

In no more than 1,000 words, please give a summary of how e-government will improve services and outcomes for citizens in your authority in terms of the seven shared priorities for local government¹ and any additional local priorities, i.e.

- 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 transport needs more effectively
- Promoting the economic vitality of localities

Raising standards across our schools

Whilst not an education authority we recognise our role in joining up support services to parents and pupils within our District. The County provides excellent on-line facilities for schools to which we link in our *Life Episode* section *Starting School*

(http://www.winchester.gov.uk/life_events/starting_school.shtml). We have an *Adult Learning Life Episode* feature on the web. We have supported education capacity developments, some with important ICT components, and are linked with a rural school with Special Technology Status. The Hampshire Technology Centre Trust, helped by Winchester, a lottery fund grant and others, is now a major technology education resource centre (<http://www.intech-uk.com/index.htm>).

Our web supports important education resources – including our *Arts and Heritage* section. This is developing into the primary historic information portal for the District and is widely used by teachers and pupils as an educational resource. We are extending the capacity of this service and will make historic collection details and archaeological records available on-line. Through interactive web services and GIS we will provide a major resource for historical research and the teaching of history. Schools can book education visits to our museums on-line (http://www.winchester.gov.uk/arts_museums/education/booking.shtml).

We will use technology investments to support the Winchester-led LSP, including the Winchester Community Learning Forum and links to the LEA. We are active in the Hampshire and Isle of Wight Local Authorities (HIOWLA) e-Government Partnership and support the proposed Extranet for secure transactions between partners.

Improving the quality of life of children, young people, families at risk and older people

E-government investment has had two strands: improving internal ICT infrastructure (such Benefits and Housing applications) and developing our web. Winchester has high numbers of Internet users and we encourage Internet use for service access. Although prosperous, Winchester also has pockets of relative deprivation and our studies show that face-to-face and telephone services are preferred by many. We are introducing a Customer Contact centre – reshaping our reception facilities to improve customer service, with integrated ICT facilities for staff dealing with customers, and with public access terminals. We are returning to proposals,

¹ See www.odpm.gov.uk/news/0207/0033.htm

submitted as an invest to save bid, to provide facilitated service access in rural communities.

To encourage benefit take up, information is on the web, including the campaign (with other agencies and the CAB) *It's OK to Ask* and an interactive benefits calculator (<http://www.winchester.gov.uk/benefits/calculator/wbc.shtml>). We are working with HIOWLA and the DWP on a fully interactive on-line benefits application form. We work with the County on Supporting People (<http://www.hants.gov.uk/housingsupport/>) and have developed systems to integrate with County reports and information. The front page of our web brings local issues to the fore and we are developing a Youth web site.

Promoting healthier communities by targeting key local services, such as health and housing

We have some remote working and have completed trials using GPRS technology to support meeting customers at locations convenient to them. Our Environmental Health system is GIS integrated and DMS is being extended to both Health and Housing systems as part of the initiative to deliver our service targets, where improving the health of our community is a key aim. Direct service initiatives include the HISI partnership (<http://www.winchester.gov.uk/HFA/HISIB/index.shtml>), as well as making specific services and leaflets available. For example, there is a wide range of Housing, Health and Safety and Nuisance information on the web, such as:

<http://www.winchester.gov.uk/housing/tenants.shtml>,
http://www3.winchester.gov.uk/share1/www/env_health/documents/air_quality.pdf
http://www.winchester.gov.uk/enviro_health/dogs/dog_tags.shtml

Telemetric systems are used for the health and safety of elderly and house-bound residents as well as for monitoring the quality of local sewage treatment.

Creating safer and stronger communities

We work through the Community Safety Group to improve public safety and the detection and prevention of crime and we work closely with the Police and retailers. We have invested in CCTV throughout the centre of Winchester and continue to extend the system into smaller towns where levels of disorder warrant this. A multi agency community safety vehicle has been launched providing a responsive CCTV capacity where the cost of permanent cameras would not be justified.

We support and link to the Federal Database being developed by the County to streamline data capture on incidents recorded by all agencies. We are investing in GIS to allow better mapping of information in support of the next community safety audit.

Transforming our local environment

We have increased the amount of Planning information available on the Web and full public access will be provided this year. Incoming drawings will link to planning applications and with GIS site plans. We have an LLPG integrated with the NLPG (nominated for the IDeA's Exemplar Awards) and are signed up to level two of NLIS. There is on-line consultation on the Local Plan, planning applications and proposed development areas.

Meeting transport needs more effectively

The Council and its partners use telemetric systems to provide direct customer information on transport. The dynamic availability of Park and Ride spaces within Winchester is displayed to incoming motorists. Smart card payment systems are used to offer discounts to Park and Ride

customers.

The web provides a transport information portal (<http://www.winchester.gov.uk/travel/index.shtml>). We will make further use of web based facilities including GIS and will explore other channels including sending alerts to mobile phones for registered customers.

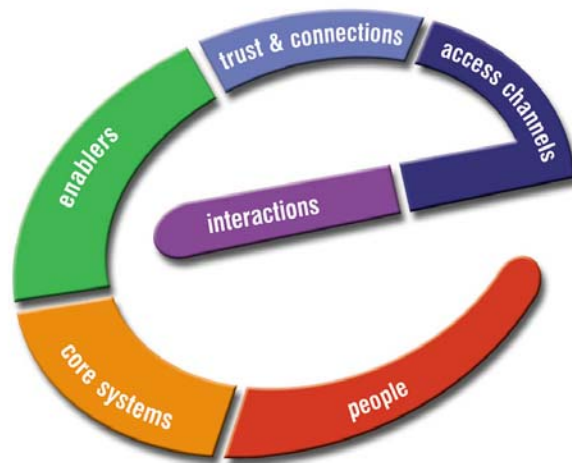
Our sustainable transport group provides a focus for partnership working and a publicity and information portal (<http://www.winchester.gov.uk/onthemove/index.htm>). Important activities from this group, such as Alternative Transport Day, are featured prominently on the web. We provide staff with facilities for home and mobile working to reduce the need to travel.

Promoting the economic vitality of localities

Tourism is an important component of our local economy and we have web based systems for local tourist services and conference facility information. Visit Winchester was developed in partnership with the County, SEEDA and Tourism South East (<http://www.visitwinchester.co.uk>). Accommodation availability can be checked on-line and booking and other interactive facilities are being developed currently.

The Council is working with public and private sector partners on the provision and take-up of broadband, with emphasis on high-speed links for SMEs in rural areas, and we have helped establish Broadband Wessex (<http://www.broadbandwessex.com/>).

Self-Assessment of Local e-Organisation



The National Strategy – Model of the local e-organisation

You are asked to summarise the plans and progress of your local authority according to the *six* parts of model of the local e-organisation, as presented in the ODPM's National Strategy for Local e-Government published in November 2002 (see www.localgov.gov.uk/nationalstrategy). The model provides a checklist of work areas against the e-organisation themes, or building blocks of local e-government - interactions, access channels, trust & connections, enablers, e-business and organisational development. Please refer to www.localgov.gov.uk for further description of the elements of this model, together with associated National Projects. Further information about these building blocks is also available from the I&DeA's Knowledge website at www.idea.gov.uk/knowledge. **Do not amend this form or append any items to it** and please restrict all explanatory notes to the comment column.

Not all the elements in the proforma checklist below will necessarily be a part of your local e-government strategy, but you are expected to be aware of all of these elements and have taken a corporate position in relation to them. It is recognised that your IEG strategy will reflect local priorities and customer preferences, but you are asked specifically to provide accompanying commentary on any areas of the proforma checklist that remain "black" in 2005/6.

| Traffic Light Status: availability against 31 December 2005 target date for local e-government | Status at 31/03/02 | Status at 31/03/03 | Anticipate d Status at 31/03/04 | Anticipate d Status at 31/03/05 | Anticipate d Status at 31/03/06 | |
|--|--------------------|--------------------|---------------------------------|---------------------------------|---------------------------------|--|
| <p>Local e-organisation:</p> <p>Black = Not part of current local e-government strategy or not applicable</p> <p>Red = Preparation & planning – to include projects that are being planned or being piloted</p> <p>Amber = Implementation stage – roll out of approved projects</p> <p>Green = Fully implemented – projects completed and implemented</p> <p>e.g. for progress against a particular element you might enter:</p> | 2001/02 | 2002/03 | 2003/04 | 2004/05 | 2005/06 | <p>Comment</p> <p>e.g. “black” status may include elements on the proforma that are not planned, or awaiting the outcome of ODPM National Project work or partnership activity, or areas on the proforma that are not applicable to particular types of authority. Limited areas of “black” are perfectly acceptable on this proforma as a reflection of local circumstances and prioritisation of e-government work and investment.</p> <p>e.g. “red” status should be applied to all elements on the proforma where work is at the research stage, being piloted before wider rollout across the authority/partnership, or planned but not yet approved for funding.</p> <p>e.g. “amber” status should be applied to all elements on the proforma where work has been approved for funding and is actively being implemented.</p> <p>e.g. “green” status should be applied to all elements on the proforma where projects have been actioned and implemented or particular standards achieved with plans for extended rollout on an enterprise-wide basis, i.e. across the authority/partnership.</p> |
| <p>Interactions</p> <p>Note: The Best Value Performance Indicator (BVPI) 157 provides a measure of the number of types of interactions (or contact) between the citizen and the council that are</p> | | | | | | |

| | | | | | | |
|--|-------|-----------|-----------|-----------|-------|--|
| <p>enabled for electronic delivery as a percentage of those that are available.</p> <ul style="list-style-type: none"> Progress towards 2005 target for the 100% e-enablement of local services | Red | Red/Amber | Red/Amber | Red/Amber | Green | We are on track to meet this target. We have purchased the ESD Toolkit and will be using it to co-ordinate our e-Government rollout plans within the District. |
| <p>Access Channels</p> <p>Note: Access channels are the various routes through which people might contact, or be contacted by, local service providers to undertake electronically enabled interactions.</p> <ul style="list-style-type: none"> Publication of approved strategy for development of access channels Local service websites (tailored to achievement of transactional status² for corporate “.gov.uk” website) Specialist portals for local authority services in two-tier areas Contact centres (e-enabled and dealing with at least 80% of incoming telephone calls to the local authority). Establishment of fully e-enabled | Green | Green | Green | Green | Green | <p>The Council’s strategy is contained within our ICT Strategy (see www.winchester.gov.uk/information, and is referred to within our IEG and IEG2 statements (see http://www.winchester.gov.uk/egov/index.shtml).</p> <p>This is being delivered as part of our overall e-Government Strategy.</p> <p>We are in partnership with all Hampshire authorities, HIOWLA (http://www.hiow.gov.uk), who are endeavouring to provide joined-up government with initiatives such as a Joint Services Catalogue for the whole of Hampshire and the Isle of Wight and Community Alert. We will also be working with parish councils to develop links to third tier authorities.</p> <p>We are currently writing a business case for a Corporate Contact centre. The objective, using outputs from the National Project, and by working with HIOWLA, is to deliver real customer benefit that is financially viable. The HIOWLA partnership’s HPSN (Hampshire Public Services Network) is already allowing members to transfer calls seamlessly across the County. The next phase will allow</p> |

² www.socitm.gov.uk, as defined in SOCITM (2003) *Better Connected 2003: a snapshot of all local authority websites*, Society of Information Technology Management, Northampton, p23.

| | | | | | | |
|--|-------|-----------|-----------|-------------|-------|---|
| one stop shops for face-to-face customer contact | | | | | | partners to share information and applications. |
| <ul style="list-style-type: none"> Use of mobile technology for home visits / supported access services | Black | Red/Amber | Red/Amber | Amber/Green | Green | We have exploited mobile technology in car parking for many years, and Area Housing Officers are operating mobile surgeries as a pilot for further expansion. |
| <ul style="list-style-type: none"> Establishment of Interactive Digital TV service | Black | Black | Black | Black | Black | We are an active member and supporter of Wired Wessex (www.wiredwessex.com). At present infrastructure constraints / commercial constraints and reliance on the private sector means that there is little penetration of cable within the District. We are involved with the private sector in finding other means of securing broadband services. A watching brief is maintained on both local and national developments. |
| <ul style="list-style-type: none"> E-democracy – participation in the electoral modernisation pilots for electronic voting or electronic counting | Black | Black | Red | Amber | Green | We are awaiting the outcomes of the recent pilots and watching the National Project for guidance. |
| <ul style="list-style-type: none"> E-mail & Internet access provided for all Members | Green | Green | Green | Green | Green | All Members have email and Internet access. Terminal services, which allows Council applications to be served across low-speed connects is also in place. |
| Engagement with intermediaries re delivery of e-government services (e.g. Citizens Advice Bureaux) | Black | Black | Red | Amber | Green | We are investigating how we could work with the Citizens Advice Bureaux. Data sharing is a major issue, so we are awaiting guidance from the Lord Chancellor's department. |
| Trust and connections | | | | | | |
| Note: For the public sector to share information easily and securely, it is essential to operate within a framework of technical and legislative standards. | | | | | | |

| | | | | | | |
|--|-------|-------|-------|-------|-------|--|
| <ul style="list-style-type: none"> • Use of Government Gateway (e.g. for secure authenticated transactions) (see http://www.govtalk.gov.uk/gateway_partnerlink) | Black | Red | Red | Amber | Green | We are particularly interested in the potential for using the Government Gateway authorisation services and using Winchester.gov as a feeder portal to County and Central Government services and vice-versa. The progress of national projects and the availability of turnkey solutions to connections are prerequisites to our adoption, probably via the HLOWLA partnership. |
| <ul style="list-style-type: none"> • Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org and www.govtalk.gov.uk) | Red | Amber | Green | Green | Green | This is reviewed regularly. We are fully committed with compliance in all new ICT procurements. |
| <ul style="list-style-type: none"> • Adoption of Guidelines for UK Government Websites (see www.e-envoy.gov.uk/oeo/oeo.nsf/sections/webguidelines-handbook-top/\$file/handbookindex.htm) | Red | Amber | Green | Green | Green | We are fully committed to adoption and compliance of these guidelines. As we develop our web presence and begin to provide transactional capabilities, we will incorporate both the guidelines for UK Government Websites and level AA of W3C Web Accessibility Initiative. The implementation of Content Management will enable us, in part, to ensure compliance. |
| <ul style="list-style-type: none"> • Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see http://www.w3.org/WAI) | Red | Amber | Green | Green | Green | See above. |
| <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 and http://www.pro.gov.uk/recordsmanagement/access/default.htm) | Green | Green | Green | Green | Green | <p>We are fully committed to adoption and compliance of these guidelines. The implementation of Content Management will enable us to ensure compliance.</p> <p>The Information Commissioner on 10 December 2002 approved Winchester's Publication Scheme. Approval expires on 28 February 2007. The Scheme has been circulated to public libraries and Parish Councils within the District and is available from Council offices and on the web-site.</p> <p>The Act will be in force by January 2005 by which time we will have a policy on management and retention of Council</p> |

| | | | | | | |
|---|-------|-------|-----------|-------|-------|--|
| | | | | | | <p>records. Maintenance of a retention schedule is central to the implementation of a records management procedure and to the successful implementation of the requirements of the Act.</p> <p>A group of officers representing each department of the Council has been nominated to work on implementation of the Act. The group is tasked with establishing the steps that will be taken to comply with the Act, including records management and staff training and ensuring the Council has procedures in place to deal with requests made for information once the Act is fully in force.</p> <p>We have an appointed officer who has responsibility for ensuring that the Council complies with the Act.</p> |
| <ul style="list-style-type: none"> Establishment of corporate information management policy (e.g. covering management of information assets, evidence for accountability, security, assurance, disaster and contingency planning) | Red | Amber | Amber | Green | Green | <p>We will be working on this in the coming year.</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.lcd.gov.uk/consult/data-sharing/datashare.htm and http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf) | Black | Black | Red/Amber | Green | Green | <p>We are currently developing a fuller strategy as we are aware of the needs and requirements for working with voluntary and other organisations. We are also working with the HLOWLA partnership to resolve the issue of sharing information and data. Our Community Safety Forum is involved in developing a protocol.</p> |
| <ul style="list-style-type: none"> Establishment of partnerships for the joint (aggregated) procurement of broadband | Green | Green | Green | Green | Green | <p>As mentioned above, we are an active member and supporter of Wired Wessex (www.wiredwessex.com).</p> <p>Talks are also taking place between other potential providers, such as SSE (Scottish and Southern Energy)</p> |

| | | | | | | |
|--|-------|-------|---------------|-----------------|-------|--|
| <p>services</p> <ul style="list-style-type: none"> Compliance with BS 7799 on information security management | Black | Black | Red/ Amber | Amber/ Green | Green | <p>who have trials for provision via the electricity supply within Winchester.</p> <p>We have also joined in with our partners in HIOWLA to provide and participate in the provision and use of an HPSN.</p> <p>We follow the outlines set out in BS7799. We are committed to BS7799 as is our IT services provider who is currently working on a statement of applicability.</p> <p>An Information Security Policy, compliant with the requirements of BS7799 is to be devised and developed.</p> |
|--|-------|-------|---------------|-----------------|-------|--|

| Enablers | | | | | | |
|--|-------|-----------------|-------|-----------------|-------|--|
| <p>Note: Enablers refers to the computer systems, or 'middle-ware', used to support access channel policy and provide the link to core business and information systems. You should only "green" traffic light the items below where enterprise-wide systems or policies have been implemented.</p> | | | | | | |
| <ul style="list-style-type: none"> • Use of smart cards to support service development and delivery | Red | Black | Black | Black | Black | <p>At present we have no immediate plans to utilise Smart Cards as a general service channel, although we use a smart card for Park and Ride customers. However a watching brief will be maintained on both local (HIOWLA is currently investigating their use) and national developments.</p> |
| <ul style="list-style-type: none"> • Corporate use of Customer Relationship Management (CRM) software | Black | Red | Red | Amber/ Green | Green | <p>As mentioned above, we are developing a full business case. We are also working with our HIOWLA partners to develop a CRM strategy for all local authorities in the partnership.</p> |
| <ul style="list-style-type: none"> • Corporate use of Geographic Information Systems (GIS) (e.g. for map-based data presentation) | Red | Amber/ Green | Green | Green | Green | <p>GIS has been in use in several departments within the Council and we are implementing a Council-wide corporate system currently.</p> |
| <ul style="list-style-type: none"> • Corporate ICT support and documented policy for home working (teleworking) by staff | Green | Green | Green | Green | Green | <p>Our network is securely accessible from the Internet. We support over 40 staff who can work from home as well as mobile workers. We have had a Home Working Policy in place since 1995.</p> |
| <ul style="list-style-type: none"> • Use of telemetric systems for remote monitoring and signalling, e.g. helping older people remain in their homes | Green | Green | Green | Green | Green | <p>We use Lifeline Care Call for council and private sector residents. Our sewerage systems have remote monitoring and signalling. We use monitoring stations to provide real time data direct to officers for roadside and background air quality monitoring.</p> |
| <ul style="list-style-type: none"> • Establishment of corporate Intranet | Green | Green | Green | Green | Green | <p>We have had an Intranet facility for several years and it continues to develop.</p> |

| | | | | | | |
|---|-----------|-------|-------|-------|-------|---|
| <ul style="list-style-type: none"> Corporate use of Document Image Processing and Workflow systems | Red/Amber | Amber | Amber | Amber | Green | Document management and workflow is seen as a key building block at Winchester. |
| <ul style="list-style-type: none"> Application of Knowledge Management (KM) systems and techniques for service improvement | Black | Black | Red | Amber | Green | We await details of the developing plans for the National Project in this area. We will be adopting metadata for the implementation of our Content Management system and for our contribution to the HIOWLA Joint Services Catalogue. |
| <ul style="list-style-type: none"> Establishment of corporate policy on electronic records management | Black | Black | Red | Amber | Green | A corporate record management policy is to be devised and developed. |

| Core Systems | | | | | | |
|---|--------------|--------------|-----------------------|-------------------------|--------------|--|
| <p>Note: Successful e-government comes from integrating corporate office support and processes with e-enabled services. Core systems refer to the core business processes of the e-enabled organisation.</p> | | | | | | |
| <ul style="list-style-type: none"> Use of systems to enable e-procurement | Red | Amber | Amber | Amber | Green | Some systems are in place. The IDeA has reviewed our Procurement Strategy and we will be implementing their recommendations. |
| <ul style="list-style-type: none"> Upgrade of financial information systems to support e-government | Black | Red | Amber | Amber/ Green | Green | Elements of this are in progress, such as payment and account enquiries being made available on-line. |
| <ul style="list-style-type: none"> Upgrade of office systems to support e-government, e.g. web-enabling legacy systems | Amber | Amber | Green | Green | Green | These systems are in place. |
| <ul style="list-style-type: none"> Upgrade of Human Resources and payroll systems to support e-government | Green | Green | Green | Green | Green | These systems are in place. |
| <ul style="list-style-type: none"> Upgrade of asset management systems to support e-government | Green | Green | Green | Green | Green | These systems are in place. |
| <ul style="list-style-type: none"> Link to National Land and Property Gazetteer (NLPG) (http://www.nlpg.org.uk) | Green | Green | Green | Green | Green | Level 2 achieved: level 3 by March 2005. The NLPG has been nominated for the IDeA's Exemplar Awards. |
| <ul style="list-style-type: none"> Automated interface with National Land Information Service (NLIS) hub (http://www.nlis.org.uk) | Red | Red | Red/ Amber | Green | Green | Level 2 has been achieved. Level 3 will be in place by March 2005. |
| <ul style="list-style-type: none"> Upgrade of income collection systems to support e-government | Green | Green | Green | Green | Green | These systems are in place. |

| People | | | | | | |
|---|-------|-----------|-------|-------|-------|--|
| <p>Note: This part of the e-organisation model refers to the internal organisation and management practices of the council that are required to help deliver the people changes necessary for e-government.</p> | | | | | | |
| <ul style="list-style-type: none"> • Circulation of National Strategy checklist to Chief Executive and all Councillors (see www.localgov.gov.uk/nationalstrategy) • Establishment of formally constituted partnership working to help deliver e-government: | Black | Black | Green | Green | Green | This has been completed, along with a full briefing note. |
| <ul style="list-style-type: none"> • Local Strategic Partnership (LSP) | Red | Red/Amber | Green | Green | Green | This has been established. |
| <ul style="list-style-type: none"> • Partnership working with other local authorities | Green | Green | Green | Green | Green | <p>We have established partnerships which include:</p> <ul style="list-style-type: none"> • Working with Eastleigh Borough Council to procure a Content Management System. • Working with Test Valley District Council and New Forest District Council to develop an intelligent Benefits form for electronic completion. • Working as part of HIOWLA. We are working together to provide seamless access to public services through a programme of projects including development of common voice and data networks, collaborative contact centre arrangements, joined up web-based information and a comprehensive catalogue of public services. <p>The Council is always looking for suitable opportunities should they arise.</p> |

| | | | | | | |
|--|-------|-----------|-------------|-------------|-------|---|
| <ul style="list-style-type: none"> Public Private Partnership (PPP) | Red | Red | Red/Amber | Green | Green | We are open to establishing these where possible. We have a number of contracts with private sector partners, such as for ICT and Housing maintenance services. We are partners in the HPSN, a managed service. |
| <ul style="list-style-type: none"> Incorporation of e-government into Community Strategy | Black | Black | Red/Amber | Green | Green | This is a developing area that the LSP is working on. |
| <ul style="list-style-type: none"> Appointment of member and officer e-champions | Green | Green | Green | Green | Green | The Portfolio Holder for Finance and Resources is the Member e-champion and the Director of Finance, who has responsibility for ICT, is the Officer e-champion. |
| <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) | Green | Green | Green | Green | Green | An officer has been appointed. |
| <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 | Black | Red | Amber/Green | Green | Green | We have appointed an officer who has this remit and a risk management strategy is being developed currently. Risk, both corporate and by individual e-government project, is addressed in part by the use PRINCE2 project management methodology. |
| <ul style="list-style-type: none"> Use of customer consultation/research to inform development of corporate e-government strategy | Black | Red | Amber/Green | Green | Green | We are using our Citizens' Panel to conduct research. The HLOWLA partnership, of which we are a member, has had research carried out by an independent consultancy. |
| <ul style="list-style-type: none"> Establishment of policy for addressing social inclusion within corporate e-government strategy | Black | Black/Red | Red/Amber | Green | Green | We have a draft policy and implement plan that will be adopted shortly. |
| <ul style="list-style-type: none"> Establishment of internal targets and measures for e-services, including: <ul style="list-style-type: none"> - Customer take up | Black | Black | Red | Amber/Green | Green | Some measures are in place in departmental business plans and further development is planned. |

| | | | | | | |
|---|-------|-------|-----------------|---------------|-------|--|
| - Customer satisfaction | Black | Black | Red | Amber | Green | |
| - Value for money / cost Effectiveness | Green | Black | Red | Red/ Amber | Green | |
| • Use of project management methodologies (e.g. PRINCE2) | Black | Green | Green | Green | Green | Our ICT Project Manager has many years' experience of various methodologies. PRINCE2 methodology is used for systems procurement, development and implementation. Experience is being developed through formal training and mentoring. |
| • Establishment of e-skills training programme for staff (e.g. European Computer Driving Licence) | Black | Red | Amber/ Green | Green | Green | A trial of e-Learning via the IDeA's Learning Pool has commenced, of which the ECDL modules are part. Implementation will follow in 2004/05. |
| • Use of networked technologies to support e-learning | Black | Red | Amber/ Green | Green | Green | As above. |

2. BVPI 157

We have completed the following table using the definition of Best Value Performance Indicator (BVPI) 157 for Electronic Service Delivery (Corporate). We have validated our local list of interactions against the list of process area interactions for all customer facing local authority services contained in the I&DeA's ESD toolkit (www.esd-toolkit.org). This has resulted in some fluctuations in our 'actuals' in 2001/2 and 2002/3, as the figures for 2002/3 are more accurate.

| BVPI 157 Interaction Type | Actual | | Forecast | | |
|--|------------|------------|------------|------------|------------|
| | 2001/2 | 2002/3 | 2003/4 | 2004/5 | 2005/6 |
| Providing information: | 165 | 200 | 335 | 353 | 353 |
| <ul style="list-style-type: none"> Total types of interaction e-enabled % e-enabled | 47 | 57 | 95 | 100 | 100 |
| Collecting revenue: | 72 | 17 | 32 | 36 | 36 |
| <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled | 200 | 47 | 89 | 100 | 100 |
| Providing benefits & grants: | 19 | 13 | 13 | 24 | 24 |
| <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled | 45 | 54 | 54 | 100 | 100 |
| Consultation: | 9 | 11 | 18 | 21 | 21 |
| <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled | 43 | 52 | 86 | 100 | 100 |
| Regulation (such as issuing licences): | 21 | 84 | 85 | 88 | 110 |
| <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled | 19 | 76 | 77 | 80 | 100 |
| Applications for services: | 89 | 103 | 150 | 162 | 162 |
| <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled | 55 | 63 | 93 | 100 | 100 |
| Booking venues, resources & courses: | 25 | 23 | 25 | 27 | 27 |
| <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled | 93 | 85 | 93 | 100 | 100 |
| Paying for goods & services: | 42 | 9 | 40 | 40 | 40 |
| <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled | 105 | 23 | 100 | 100 | 100 |
| Providing access to community, professional or business networks: | 24 | 81 | 80 | 116 | 116 |
| <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled | 21 | 70 | 69 | 100 | 100 |
| Procurement: | 0 | 11 | 11 | 16 | 21 |
| <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled | 0 | 52 | 52 | 76 | 100 |
| Others: | 13 | 0 | 0 | 0 | 0 |
| <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled | 100 | 100 | 100 | 100 | 100 |
| <ul style="list-style-type: none"> TOTAL: TYPES OF INTERACTION E-ENABLED % E-ENABLED | 479 | 555 | 643 | 686 | 858 |
| | 56 | 65 | 75 | 80 | 100 |

We have based our annual BVPI 157 actuals/estimates on the position at the 31st March in each financial year, with the exception of 2005/6 when the position at 1st January 2006 is required.

3. Access Channel Take-Up

In order to demonstrate public take-up of the main e-access channels that you are investing in up to 2005/6, you are asked to complete the table below detailing actual and forecast figures for numbers of e-enabled payment transactions, plus street light failure reports / abandoned vehicles. (County councils and all-purpose authorities should complete figures for street light failure reports, whilst district councils should complete figures for abandoned vehicle reports). 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.

| E-enablement & Main E-Access Channel Take-Up | Actual ('000s) | | Forecast ('000s) | | | Comment |
|---|----------------|-------|------------------|-------|-------|---|
| | 01/2 | 02/3 | 03/4 | 04/5 | 05/6 | |
| Local Service Websites | | | | | | |
| www.winchester.gov.uk | | | | | | |
| <ul style="list-style-type: none"> Page impressions (annual) | | 700 | 800 | 950 | 1200 | Increase in hits to continue with introduction of committee minutes, online forms, polls, on-line payments. Limited predicted increase as Tourism has a separate linked website. E-payments being implemented. Significant increase in reports expected with new legislation. There is a submission form on the web, but email is the more usual way of reporting. |
| <ul style="list-style-type: none"> Unique users, i.e. separate individuals visiting website (annual) | NA | 168 | 200 | 225 | 250 | |
| <ul style="list-style-type: none"> Number of e-enabled payment transactions accepted via website | NA | NA | 1 | 1.5 | 2.0 | |
| <ul style="list-style-type: none"> Number of abandoned vehicle reports (district) accepted via website | 0.001 | 0.002 | 0.020 | 0.050 | 0.100 | |
| www.visitwinchester.co.uk | | | | | | |
| <ul style="list-style-type: none"> Page impressions (annual) | | 90 | 100 | 120 | 150 | Launched in January this year <ul style="list-style-type: none"> Statistical information has only been available since April. On-line booking and e-merchandising to be introduced in 2004/05. |
| <ul style="list-style-type: none"> Unique users, i.e. separate individuals visiting website (annual) | NA | 10 | 52 | 65 | 80 | |
| <ul style="list-style-type: none"> Number of e-enabled payment transactions accepted via website | NA | 0.3 | 1.5 | 2 | 2.5 | |

| | | | | | | |
|---|-------|-------|-------|-------|-------|---|
| Telephone <i>(i.e. telephone interactions where officers can access electronic information and/or update records on-line there and then, including interactions in contact centres):</i> <ul style="list-style-type: none"> Number of e-enabled payment transactions accepted by telephone Number of abandoned vehicle reports (district) accepted via telephone | 6.45 | 7.05 | 8 | 9 | 10 | Most reports from the public are by phone. |
| 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> <ul style="list-style-type: none"> Number of e-enabled payment transactions accepted via personal contact Number of abandoned vehicle reports (district) accepted via personal contact | 6.45 | 7.05 | 8 | 9 | 10 | |
| Other Electronic Media <i>(e.g. BACS, text messaging):</i> <ul style="list-style-type: none"> Number of e-enabled payment transactions accepted via BACS or other electronic form Number of abandoned vehicle reports (district) accepted via other electronic media | 330.4 | 337.6 | 340.6 | 347.4 | 354.3 | Implementing AUDIS next year Includes faxes (most police reports are faxed) and emails. We are about to look at SMS and MMS that may be used by the public. |
| Non Electronic <i>(e.g. cash office, post)</i> <ul style="list-style-type: none"> Number of payments accepted by cheque or other non-electronic form Number of abandoned vehicle reports (district) accepted via non-electronic form | 76 | 78 | 73.9 | 74.4 | 74.3 | No paper forms are distributed to the public. All police forms are faxed in. |

4. Delivery of Key Technical Building Blocks and Priority Services

Councils are asked to indicate how key technical building blocks and priority services are to be developed and managed by indicating the relative usefulness of outputs from ODPM Pathfinder Projects, National Projects and/or partnership working with other local authorities and/or use of other means. A sliding scale from 1-5 (i.e. from 1=not useful, to 5=essential) should be used. More information about Pathfinder work and National Projects can be found at www.localgov.gov.uk.

| National Project Technical Building Blocks and Priority Service Areas | Use of outputs from ODPM Pathfinder Project (please score between 1-5) | Use of outputs from ODPM National Project (please score between 1-5) | Partnership working with other local authorities (please score between 1-5) | Other Means (please score between 1-5) | Comment (please comment briefly on your plans for developing each named technical building block or priority service area) |
|---|--|--|---|--|--|
| Websites | 4-5 | 4-5 | 4 | | Along with the other members of HIOWLA we are developing a Joint Services Catalogue for the County. |
| Smart cards | 4-5 | 4-5 | 5 | | Southampton, one of our partners in HIOWLA, is now well advanced in this area. It is intended that the partnership will exploit this. |
| Interactive Digital TV | 4-5 | 4-5 | | | Although we have no plans for this at present we will watch progress on others' developments. |
| Mobile Technology (i.e. for home/site visits) | | 4-5 | | 4 | We are developing our use of and exploiting this technology where feasible, and are keen to learn from other areas. |
| Telemetry (i.e. remote, real time and signalling) | | 4-5 | 4 | 4 | Telemetric systems are used for monitoring of pollution and noise and for providing residents with the Lifeline system. We are to implement GPS, initially for TPOs (Tree Preservation Orders). The information we gain will be plotted on our corporate GIS. |
| Customer Relationship Management (CRM) | 4-5 | 4-5 | 3 | 3 | Currently we are preparing a business case but it is a key priority for next year, now that back office systems are in place to handle the work smoothly. |
| Knowledge Management | 4-5 | 4-5 | 3 | 3 | This will be taken forward with CRM. |
| Workflow | 4-5 | 4-5 | 4-5 | | We are driving this forward with the implementation of our corporate electronic document management system. Further development is anticipated with CRM. |
| e-Procurement | 4-5 | 4-5 | 4-5 | 4-5 | Some is in place and we are working with the IDeA to develop this further. |
| Schools admissions | | - | - | - | Not a service provided by the Council but addressed on our website via links to Hampshire County Council's site. |

| | | | | | |
|---|-----|-----|-----|-----|---|
| Local Planning Services | 5 | 5 | 5 | 5 | <ul style="list-style-type: none"> Wandsworth/I-Document Systems Planning Pathfinder for DMS and web access to planning records has been of great interest Pathfinder CRM Executive Summary – has been of use for the development of our business case We have worked in partnership with two other authorities by exchanging and sharing information regarding the Planning Portal and CAPS Public Access |
| Electronic exchange of property information with Valuation Office Agency (VOA) for Council Tax and Business Rates | | - | - | 4 | <ul style="list-style-type: none"> We access this information electronically via the VOA web site. We are about to test new software to allow us to send information to the VOA electronically. We await the outcome of the Acacia Project pilots and expect to benefit from this. |
| Working with business | | 4-5 | 4-5 | 4-5 | We are planning to provide a one-stop business centre. |
| Crime reduction / youth offending | | 4-5 | 4-5 | 4-5 | We continue with the development of CCTV. We will keep a watching brief for any initiatives where electronic means may be usefully deployed. |
| Claiming benefits | | 4-5 | 5 | - | We are working with two other councils to develop a system for benefits applications to be processed electronically. |
| Local e-Government Standards and Accreditation | 4 | 4 | 4 | 4 | All developments that have or are being developed or implemented are based on the current interoperability standards. We note that some key deliverables of the National Standards Board are still some time away and are keeping a watch on this. |
| Fire Services | | - | - | - | Not a service provided by the Council but addressed on our web site. |
| Trading standards | | - | - | - | Not a service provided by the Council but addressed on our web site. |
| Multi Agency Information Sharing | 4-5 | 4-5 | 4-5 | 4-5 | This is an area that we plan to develop in partnership with other organisations. |
| e-Democracy | | 5 | 3 | - | We are currently upgrading our internal systems in readiness for our full participation. |

5. Resources

Councils are asked to provide a summary of current and forecast expenditure on implementing electronic government up to 2005/6. This should include the standard elements in the table below and brief commentary on the use of IEG money. (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):

| Resources | Actual (£'000s) | | Forecast (£'000s) | | | Comment |
|--|-----------------|---------|-------------------|------|------|--|
| | 01/2 | 02/3 | 03/4 | 04/5 | 05/6 | |
| <ul style="list-style-type: none"> £200,000 IEG money in 2002/3 and 2003/4 | | | 400 | | | |
| <ul style="list-style-type: none"> financial contributions from EU funding | 0 | 0 | 0 | 0 | 0 | |
| <ul style="list-style-type: none"> financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB) | 0 | 0 | 0 | 0 | 0 | |
| <ul style="list-style-type: none"> financial contribution from public-private partnerships | 0 | 0 | 0 | 0 | 0 | |
| <ul style="list-style-type: none"> financial contribution to or from partnership projects undertaken with other organisations, including ongoing project work using ODPM Local e-Government Partnership Programme funding and work with other government departments or agencies that have an element of service e-enabling | 0 | (1,000) | (1,000) | | | This is money that is available to HIOWLA and not directly to Winchester, and is not included in the totals shown. |
| <ul style="list-style-type: none"> resources being applied from internal revenue and capital budgets to improve the quality of services through e-enablement | 376 | 103 | 603 | 803 | 328 | These are the resources estimated to be required but for which there is insufficient funding within the Council's budget. |
| <ul style="list-style-type: none"> other resources (e.g. training) (please specify) | 22 | 70 | 70 | 70 | 70 | E-Government officer and other staff time |
| Sub total | 398 | 173 | 1,073 | 873 | 398 | |
| <ul style="list-style-type: none"> less current and projected savings produced from e-government investment | 0 | 0 | 0 | 0 | | Some savings will be achieved, but these are unlikely in the time-span of this form. The e-government programme will improve the quality and availability of services. |
| TOTAL | 398 | 173 | 1,073 | 873 | 398 | |

SUBMISSION

Please make sure that your IEG3 return reaches us **by midnight on Monday 10 November 2003**.

We would prefer to receive responses by email at: localegov@odpm.gsi.gov.uk. You may also use the online form facilities at the I&DeA's ESD Toolkit - www.esd-toolkit.org.

General enquiries regarding the submission of IEG3 returns should be addressed to:

Angela Isichei
Local e-Government Team
Office of the Deputy Prime Minister
Zone 3/G5
Bressenden Place
London SW1E 5DU
Tel: 020 7944 4258
Fax: 020 7944 3799

FURTHER INFORMATION

Details of the National Strategy for local e-government can be found at www.localegov.gov.uk

Details of national infrastructure projects can be found at www.e-envoy.gov.uk & www.idea.gov.uk/ljih

Your regional IEG3 contacts at the ODPM are:

Yorkshire & Humberside – Anne Wood – anne1.wood@odpm.gsi.gov.uk

East – Julian Bowrey – julian.bowrey@odpm.gsi.gov.uk

East Midlands – Caroline Stanger – caroline.stanger@odpm.gsi.gov.uk

South West, Fire Authorities – Peter Blair – peter.blair@odpm.gsi.gov.uk

London, South East, North East, National Parks - Janice Morphet – janice.morphet@odpm.gsi.gov.uk

North West, West Midlands - Chris Haynes – chris.haynes@odpm.gsi.gov.uk

PUBLICATION OF IEG STATEMENTS

The ODPM may wish to publish information in connection with IEG3 proformas in due course or deposit them in its own library or that of the Houses of Parliament. Information may also be published as part of a national database to allow other local authorities to use IEG3 data for benchmarking purposes. Should you wish any element of your proforma to be treated in confidence please clearly indicate this in your response. Nevertheless, all responses will be included in statistical summaries.