



# IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2004 (IEG4)

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

**Name of Authority: Winchester City Council**

**IEG Contact Name: Gill Cranswick**

**Email: [gcranswick@winchester.gov.uk](mailto:gcranswick@winchester.gov.uk)**

**Telephone No: 01962 848190**

**Local Context**

Our vision -

By 2005 all of our services which are capable of electronic delivery will be available on-line

All those who wish to will be able to access those services interactively through the Internet

We will pilot, with a Parish Council, a scheme to provide local internet access to Council Services through parish offices

Those who cannot access through the Internet will be given access through an intermediary, either face to face or by telephone

We will provide a uniform front-end to our services and on-line help

Our services will be secure

We will share service development and provision with partners in the public, private and voluntary sectors as appropriate.

Our vision articulates the Council's commitment to the implementation of electronic service delivery. In practice this means that we are committed to self service or mediated service delivery wherever possible to improve the quality of services.

Demographic and survey information for the community served by the Council demonstrates that ownership and use of Internet connections is significantly higher than the national average. We have concentrated available resources on developing our website to provide access to public services that is easy to use and is better focused.

Our Social Inclusion Policy recognises the problems that rural isolation can cause and the provision of electronic services will help to alleviate some of these problems. We plan to produce two practical pilot schemes to increase access to services for people living in remote areas who do not have internet access currently. We will do this working in partnership with parish councils and voluntary groups.

We recognise the role that back office systems can play in achieving effective and efficient service provision and have invested in the underlying infrastructure and software to allow this to happen. We aim to provide access to information, for staff and customers, from a single source.

One of the Council's key priorities for the year is to establish a dedicated customer service unit. Our Customer Service Centre will go live in June 2005. When fully operational, the staff will deal with 80% of all enquiries – the remainder being referred to specialist or professional staff in other parts of the Council. This will provide an enhanced service for those customers who wish to talk to a member of staff over the telephone or face to face. Phase one includes: frequently answered questions; complaints; environmental health; housing; licensing; planning; building control; estates and transportation. Phase two includes: benefits; car parking; community services; electoral registration and local taxes. The launch of the Centre provides the opportunity to extend opening hours.

We have home working in place for a growing number of staff and all Members have home connections. These connections provide email facilities, Intranet and Internet access, and access to appropriate central systems. We are using mobile technology

for supporting some home and site visits and plan to extend this to provide a mobile office facility that can be used in customers' homes.

The Council recognises the importance of working with its partners to deliver electronic services. We support the work of the Hampshire and Isle of Wight e-Government Partnership that was formed to share best practice and exploit opportunities for procurement and joint working.

We have committed significant resources to our IEG programme and have forecast some efficiency gains following the introduction of the Customer Service Centre. Resources allocated to other areas have not produced savings at this stage. For example, customers can now pay for a range of services via the internet, touch tone telephone or by speaking to a member of staff. The quality of the service has improved, the cost has increased but as we already have a high percentage of electronic payments and good collection rates the opportunities for savings are limited. A document management system has been implemented in Development Control. The project has been a success and gives staff easy access to relevant and up to date information. It also allowed us to provide public access to view plans and associated documentation electronically via the internet. The new system has given improved access to information and we will be reviewing business processes to identify efficiencies to offset some of the additional costs. We have a comprehensive programme of e-government projects underway and the outcome of these projects will form an integral part of our Annual Efficiency Statement.

Please note that we have used the ESD toolkit for the first time therefore BVPI157 information for previous years not included.

**Section 1 - Priority Outcomes (self-assessment)**

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

Outcome & Transformation Area Description	Status at 20/12/2004	Anticipated status at 31/03/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006	Comments
<b>R1</b> Parents/guardians to apply online for school places for children for the 2007 school year. The admissions process starts about a year before the beginning of the school year, e.g. September 2006 for 2007 entry.	Amber	Amber	Green	Green	
<b>R2</b> Online access to information about educational support services that seek to raise the educational attainment of Looked After Children.	Amber	Amber	Green	Green	
<b>G1</b> Development of an Admissions Portal and / or e-enabled telephone contact centre to assist parents, carers and children in their choice of, and application to local schools	Amber	Amber	Green	Green	
<b>E1</b> Agreed baseline and targets for take-up of online schools admissions service and educational attainment of Looked After Children.					
<b>R3</b> 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 <a href="http://www.laws-project.org.uk">www.laws-project.org.uk</a> ).	Red	Amber	Green	Green	
<b>R4</b> 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.	Red	Green	Green	Green	
<b>G2</b> 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.	Red	Green	Green	Green	
<b>E2</b> Agreed baseline and targets for customer satisfaction and efficiency savings between the supplying organisations on shared community information initiatives.					

<b>R5</b> Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily.	Green	Green	Green	Green	
<b>R6</b> 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.	Amber	Amber	Green	Green	
<b>G3</b> Citizen participation and response to forthcoming consultations and decisions on matters of public interest (e-consultation), including facility for citizens to sign up for email and/or SMS text alerts on nominated topics.	Amber	Green	Green	Green	
<b>G4</b> Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).	Red	Red	Amber	Green	
<b>E3</b> Agreed baseline and targets for e-participation activities, including targets for citizen satisfaction.					
<b>R7</b> Online public reporting/applications, procurement and tracking of environmental services, includes waste management and street scene (e.g. abandoned cars, graffiti removal, bulky waste removal, recycling).	Amber	Amber	Green	Green	
<b>R8</b> Online receipt and processing of planning and building control applications.	Amber	Amber	Green	Green	
<b>G5</b> Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.	Red	Red	Amber	Green	
<b>G6</b> Sharing of Trading Standards data between councils for business planning and enforcement purposes.	Green	Green	Green	Green	
<b>G7</b> Use of technology to integrate planning, regulation and licensing functions (including Entertainment Licensing and Liquor Licensing) in order to improve policy and decision-making processes around the prevention of anti-social behaviour.	Amber	Green	Green	Green	

<b>E4</b> Agreed baseline and targets for take-up of planning and regulatory services online, including targets for customer satisfaction and efficiency savings.					
<b>R9</b> Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.	Red	Red	Green	Green	
<b>G8</b> Establishment of a single business account (i.e. a cross-departmental 'account' run by the local authority whereby businesses are allocated a unique identifier that can be stored and managed via a corporate CRM account facility supporting face-to-face, website and contact centre transactions).	Red	Red	Amber	Green	
<b>G9</b> Regional co-operation on e-procurement between local councils.	Red	Red	Amber	Green	
<b>E5</b> Access to virtual e-procurement 'marketplace';					
<b>E6</b> 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;					
<b>E7</b> Agreed targets (please specify) for efficiency savings by December 2005, including the % of undisputed invoices paid in 30 days (BVPI 8).					
<b>R10</b> 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	Green	Green	Green	
<b>R11</b> 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.	Red	Red	Green	Green	
<b>G10</b> Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	Red	Red	Amber	Green	



<b>G11</b> Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	Red	Red	Amber	Green	
<b>E8</b> Provision of facilities for making credit or debit card payments via SMS text message for parking fines (mobile phone).					
<b>E9</b> Adoption of smart cards as standard for stored payments (e.g. replacing swipe cards).					
<b>E10</b> Agreed baseline and targets for reductions in unit costs of payment transactions.					
<b>R12</b> Online renewal and reservations of library books and catalogue search facilities.	Amber	Amber	Green	Green	
<b>R13</b> Online booking of sports and leisure facilities, including both direct and contracted-out operations.	Red	Amber	Green	Green	
<b>G12</b> Integrated ICT infrastructure and support to ensure the consistent delivery of services across all access channels (e.g. web, telephone, face to face) based on e-enabled back offices and smart card interfaces for council library, sports and leisure services.	Red	Red	Green	Green	
<b>E11</b> Agreed baseline and targets for take-up of library, sports & leisure services online, including targets for customer satisfaction and efficiency savings.					
<b>R14</b> Online facilities to be available to allow the public to inspect local public transport timetables and information via available providing organisation, including links to 'live' systems for interactive journey planning.	Red	Red	Green	Green	
<b>R15</b> Online public e-consultation facilities for new proposals on traffic management (e.g. controlled parking zones (CPZs), traffic calming schemes), including publication of consultation survey results.	Green	Green	Green	Green	
<b>G13</b> E-forms for parking "contravention mitigation" (i.e. appeal against the issue of a penalty charge notice), including email notification of form receipt and appeal procedures.	Red	Red	Amber	Green	

<b>G14</b> GIS-based presentation of information on roadworks in the local area, including contact details and updated daily.	Green	Green	Green	Green	
<b>E12</b> Agreed baseline and targets for customer satisfaction and efficiency savings.					
<b>R16</b> E-enabled "one stop" resolution of Housing & Council Tax Benefit enquiries via telephone, contact centres, or via one stop shops using workflow tools and CRM software to provide information at all appropriate locations and enable electronic working from front to back office.	Red	Red	Green	Green	
<b>R17</b> Online facilities to be available to allow citizens or their agents to check their eligibility for and calculate their entitlement to Housing & Council Tax Benefit and to download and print relevant claim forms.	Red	Red	Green	Green	
<b>G15</b> Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens homes.	Red	Red	Amber	Green	
<b>E13</b> Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals.					
<b>E14</b> 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.					
<b>R18</b> Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.	Amber	Amber	Green	Green	
<b>R19</b> 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.	Amber	Amber	Green	Green	
<b>G16</b> Systems to support joined-up working on children at risk across multiple agencies.	Red	Red	Amber	Green	

<b>G17</b> Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.	Red	Red	Amber	Green	
<b>E15</b> Agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVPI 57).					
<b>R20</b> Email and Internet access provided for all Members and staff that establish a need for it.	Green	Green	Green	Green	
<b>R21</b> ICT support and documented policy for home/remote working (teleworking) for council members and staff.	Green	Green	Green	Green	
<b>R22</b> Access to home/remote working facilities to all council members and staff that satisfy the requirements set by the Council's published home/remote working policy.	Green	Green	Green	Green	
<b>G18</b> 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").	Amber	Amber	Amber	Green	
<b>E16</b> Agreed targets for baseline and efficiency savings arising from the introduction of new ways of working.					
<b>R23</b> Self-service or mediated access to all council services outside standard working hours via the Internet or telephone contact centres (i.e. available for extended hours outside of 9am-5pm Monday to Friday).	Amber	Amber	Green	Green	
<b>R24</b> Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.	Green	Green	Green	Green	
<b>G19</b> 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 <a href="http://www.pro.gov.uk/about/foi/map-local.rtf">www.pro.gov.uk/about/foi/map-local.rtf</a> ).	Red	Red	Green	Green	

<b>G20</b> Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see <a href="http://www.w3.org/WAI">www.w3.org/WAI</a> ).	Amber	Amber	Green	Green	
<b>G21</b> Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see <a href="http://www.egifcompliance.org">www.egifcompliance.org</a> & <a href="http://www.govtalk.gov.uk">www.govtalk.gov.uk</a> ).	Amber	Amber	Green	Green	
<b>E17</b> Agreed baseline and targets for efficiency savings based around improved accessibility of services and information.					
<b>R25</b> Online publication of Internet service standards, including past performance and commitments on service availability.	Red	Red	Green	Green	
<b>R26</b> 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.	Red	Amber	Green	Green	
<b>G22</b> Establishment of internal targets and measures for customer take-up of e-enabled access channels.	Amber	Amber	Amber	Green	
<b>G23</b> Adoption of recognised guidelines for usability of website design (see <a href="http://www.laws-project.org.uk">www.laws-project.org.uk</a> ).	Red	Red	Green	Green	
<b>E18</b> 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.					
<b>R27</b> Systems in place to ensure effective and consistent customer relationship management across access channels and to provide a 'first time fix' for citizen and business enquiries, i.e. using a common database, which holds customers records, to deliver services across different channels, and enabling joined-up and automated service delivery.	Amber	Amber	Green	Green	

<b>R28</b> All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.	Amber	Amber	Green	Green	
<b>R29</b> 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.	Amber	Amber	Green	Green	
<b>G24</b> 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.	Red	Red	Amber	Green	
<b>G25</b> 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.	Red	Red	Amber	Green	
<b>E19</b> 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.					

**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 Description	Status at 20/12/2004	Anticipated status at 31/03/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006	Comments
Appointment of people to the following key local e-government functions in your Council (see <a href="http://www.idea-knowledge.gov.uk/idk/aio//206757">http://www.idea-knowledge.gov.uk/idk/aio//206757</a> ):					
i) Member & officer e-champions	Green	Green	Green	Green	
ii) e-government programme manager	Green	Green	Green	Green	
iii) customer services management	Green	Green	Green	Green	
Inclusion of competency development of the above key functions and training for staff affected by e-Government projects, within the Council's workforce development planning.	Red	Amber	Green	Green	
Establishment of an e-delivery programme board	Green	Green	Green	Green	
Use of formalised programme & project management methodologies (e.g. PRINCE2) to support e-delivery programme.	Green	Green	Green	Green	
Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures.	Amber	Green	Green	Green	
Use of customer consultation/research to inform development of corporate e-government strategy.	Red	Red	Green	Green	
Establishment of policy for addressing social inclusion within corporate e-government strategy.	Amber	Amber	Amber	Green	
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	
Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework (see <a href="http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf">http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf</a> &	Red	Red	Red	Red	Seeking clarification on the action needed to meet this requirement.

<a href="http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf">http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf</a> ).					
Establishment of partnerships for the joint (aggregated) procurement of broadband services.	Amber	Amber	Green	Green	Partnership with Hampshire County Council and others.
Engagement with intermediaries re addressing issues of take up and efficiency in the delivery of e-government services (e.g. Citizens Advice Bureaux) (see <a href="http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf">http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf</a> ).	Red	Red	Amber	Amber	
Compliance with BS 7799 on information security management.	Amber	Amber	Amber	Green	Implementation commenced as part of infrastructure upgrade, further work to be done.
Implementation of Benefits Realisation Plan for delivery of local e-government programme strategic objectives.	Red	Green	Green	Green	Needs to be developed in conjunction with plan to realise Gershon efficiency savings.
Completion of mapping of BVPI 157 services against approved security levels (0-3) (see <a href="http://www.authentication.org.uk/levels.asp">http://www.authentication.org.uk/levels.asp</a> & <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc</a> ).	Red	Amber	Green	Green	
Planned compliance to HMG Security and authentication frameworks (see <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/45/04002245.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/45/04002245.doc</a> & <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/43/04002243.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/43/04002243.doc</a> & <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc</a> & <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/20/53/04002053.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/20/53/04002053.doc</a> & <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/39/39/04003939.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/39/39/04003939.doc</a> ).	Red	Red	Red	Red	Investigating the action needed to meet this requirement.
Compliance with an independent trust scheme approval process designed to provide assurance for individuals and companies using or relying upon e-business transactions (see <a href="http://www.tscheme.org">www.tscheme.org</a> ).	Red	Red	Red	Red	Investigating the action needed to meet this requirement.



Use of Government Gateway (see <a href="http://www.gateway.gov.uk">http://www.gateway.gov.uk</a> ) to support:					
i) personalisation & registration for services categorised at security level 0	Red	Red	Red	Red	Investigating the action needed to meet this requirement.
ii) citizen & business authentication for services for services categorised at security levels 1-3	Red	Red	Red	Red	Investigating the action needed to meet this requirement.
iii) authentication of employees for cross-agency services	Red	Red	Red	Red	Investigating the action needed to meet this requirement.
iv) corporate approach to collection of e-payments	Red	Red	Red	Red	Investigating the action needed to meet this requirement.
v) cross agency secure transactions (Government to Government)	Red	Red	Red	Red	Investigating the action needed to meet this requirement.
Government Gateway (see <a href="http://www.gateway.gov.uk">http://www.gateway.gov.uk</a> ) back office connection in place (Department Interface Server).	Red	Amber	Green	Green	Joint procurement exercise with HIOWA Partnership in preparation for mandatory integration requirements.
Connection to Directgov (see <a href="http://www.direct.gov.uk">http://www.direct.gov.uk</a> ) from corporate website and partnership portal(s)	Green	Green	Green	Green	
Compliance with Freedom of Information Act 2000, including responding to requests for information from individuals within a reasonable time period (see <a href="http://www.lcd.gov.uk/foi/foidpunit.htm">http://www.lcd.gov.uk/foi/foidpunit.htm</a> & <a href="http://www.pro.gov.uk/recordsmanagement/access/default.htm">http://www.pro.gov.uk/recordsmanagement/access/default.htm</a> )	Amber	Green	Green	Green	
Regularly-maintained link from Local Land & Property Gazetteer (LLPG) to National Land & Property Gazetteer (NLPG) (see <a href="http://www.nlpg.org.uk">http://www.nlpg.org.uk</a> )	Green	Green	Green	Green	
Connection to National Land Information Service (NLIS) at Level 3 (see <a href="http://www.nlis.org.uk">http://www.nlis.org.uk</a> )	Red	Red	Green	Green	
Introduction and maintenance of an online service directory for Children's services for professionals working with children & young people, and allowing public access where possible (for further information see <a href="http://www.dfes.gov.uk/isa">http://www.dfes.gov.uk/isa</a> )	Red	Red	Red	Red	Investigating the action needed to meet this requirement.

**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

		Actual			Forecast	
BVPI 157 Interaction Type	Forecast average IEG3 % e-enabled position in 2004/05 (i.e. at 31 March 2005)	2001/2	2002/3	2003/4	2004/5	2005/6
		0	0	0	0	0
<b>Providing information:</b>	<b>94%</b>					
Total types of interaction e-enabled e-enabled		0 0	0 0	0 0	246 69.69	353 100.00
<b>Collecting revenue:</b>	<b>87%</b>					
Total types of interaction e-enabled e-enabled		0 0	0 0	0 0	34 100.00	34 100.00
<b>Providing benefits &amp; grants:</b>	<b>78%</b>					
Total types of interaction e-enabled e-enabled		0 0	0 0	0 0	1 25.00	4 100.00
<b>Consultation:</b>	<b>86%</b>					
Total types of interaction e-enabled e-enabled		0 0	0 0	0 0	52 78.79	66 100.00
<b>Regulation (such as issuing licenses):</b>	<b>76%</b>					
Total types of interaction e-enabled e-enabled		0 0	0 0	0 0	37 82.22	45 100.00
<b>Applications for services:</b>	<b>83%</b>					
Total types of interaction e-enabled e-enabled		0 0	0 0	0 0	127 63.50	200 100.00
<b>Booking venues, resources &amp; courses:</b>	<b>78%</b>					
Total types of interaction e-enabled e-enabled		0 0	0 0	0 0	5 50.00	10 100.00

<b>Paying for goods &amp; services:</b> Total types of interaction e-enabled e-enabled	<b>80%</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>37</b> <b>58.73</b>	<b>63</b> <b>100.00</b>
<b>Providing access to community, professional or business networks:</b> Total types of interaction e-enabled e-enabled	<b>82%</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>70</b> <b>79.55</b>	<b>88</b> <b>100.00</b>
<b>Procurement:</b> Total types of interaction e-enabled e-enabled	<b>73%</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>0</b> <b>0</b>	<b>8</b> <b>66.67</b>	<b>12</b> <b>100.00</b>
<b>TOTAL</b> Total types of interaction e-enabled % e-enabled	<b>86%</b>	<b>0</b> <b>0 %</b>	<b>0</b> <b>0 %</b>	<b>0</b> <b>0 %</b>	<b>617</b> <b>70.51 %</b>	<b>875</b> <b>100.00 %</b>

#### **Section 4 - Access Channel Take-Up**

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

	Actual ('000s)	Forecast ('000s)				Comment
		03/04	04/05	05/06	06/07	
<b>E-enablement + Main E-Access Channel Take-Up</b>						
<b>Local Service Websites</b>						
• Page impressions (annual)	1750	2500	5000	5000	5000	
• Unique users, i.e. separate individuals visiting website (annual)	200	225	255	300	350	
• Number of e-enabled payment transactions accepted via website	0	0.6	1.3	2.2	3.4	
• Number of change of address notifications accepted via website	0	0.6	1.2	2	3	
<b>Telephone</b> <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	4.4	7	9	10.3	11.8	
• Number of change of address notifications accepted via telephone	4	4	4	4	4	
<b>Face To Face</b> <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 &amp; home visits)</i>						
• Number of e-enabled payment transactions accepted via personal contact	13.1	10.8	12.8	13.2	13.6	
• Number of change of address notifications accepted via personal contact	1.1	1.1	0.9	0.8	0.7	
<b>Other Electronic Media</b> <i>(e.g. BACS, text messaging)</i>						

• Number of e-enabled payment transactions accepted via BACS or other electronic form	410.6	389.8	418.8	425.3	430.9	
• Number of change of address notifications accepted via other electronic media	0	0	0	0	0	
<b>Non Electronic</b> (e.g cash office, post)						
• Number of payments accepted by cheque or other non-electronic form	137.4	120.1	126.4	121.1	116.8	
• Number of change of address notifications accepted via non-electronic form	8.4	8.3	8.5	9	9	

### **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 have officially approved the budgets. (Please note that implementing e-government expenditure refers to investment designed to e-enable local services and to transform their accessibility, quality and cost-effectiveness in line with the 2005 target. Cyclical spend related to the maintenance of the existing ICT infrastructure should not be included):



Programme Resources	Actual (£'000s)	Forecast (£'000s)				Comment
	01/02 to 03/04	04/05	05/06	06/07	07/08	
• IEG capital grant	400	350	150			
• <b>your council's nominal pro rata share of</b> ODPM Local e-Government Partnership Programme capital grant allocated in your area	0	0	0	0	0	
• financial contribution from public-private partnerships	0	0	0	0	0	
• resources being applied from internal revenue and capital budgets to implement e-government	657	1356	1118	637	321	
• other resources (e.g. training) (please specify)	0	0	0	0	0	included above
• ODPM e-Innovations Fund capital grant	0	0	0	0	0	
• financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB), EU funding	0	0	0	0	0	
<b>TOTAL</b>	<b>1057</b>	<b>1706</b>	<b>1268</b>	<b>637</b>	<b>321</b>	

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

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

Efficiency Gains	Actual	Forecast (£'000s)				Comment
		01/02 to 03/04	04/05	05/06	06/07	
<b>a) Cash Releasing Efficiency Gains</b>						
e-Procurement, of which:						
• achieved through reductions in prices		0	0	0	0	
• other gains from e-procurement		0	0	0	0	
Corporate support (back office), of which:						
• e-recruitment		0	0	0	0	
• e-payments		0	0	0	0	
• Other corporate support gains		0	0	0	0	
Transactional services		0	0	0	100	Introduction of Customer Service Centre.
Productive time		0	0	0	0	
Sub total (a) cash releasing efficiency gains)	0	0	0	0	100	
<b>b) Non Cash Releasing Efficiency Gains</b>						
non-cash benefits (1) please specify		12	24	24	24	staffing resources released following the introduction of public access to planning documents and MOTO payments
non-cash benefits (2) please specify		0	0	0	0	
Sub total (b) non cash releasing efficiency gains)	0	12	24	24	24	
<b>TOTAL EFFICIENCY GAINS - GROSS</b>	<b>0</b>	<b>12</b>	<b>24</b>	<b>24</b>	<b>124</b>	

LESS e-government implementation expenditure	1057	1706	1268	637	321	
<b>TOTAL EFFICIENCY GAINS - NET</b>	<b>-1057</b>	<b>-1694</b>	<b>-1244</b>	<b>-613</b>	<b>-197</b>	