



IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2006 (IEG6)

"Meeting the targets for e-government"

Name of Authority: Ryedale District Council

IEG Contact Name: Mick Phythian

Email: mick.phythian@ryedale.gov.uk

Telephone No: 01653 600666 x 348

Local Context

Outline

The Ryedale District Council E-government Strategy published in July 2001 saw the Council's membership of the North Yorkshire ICT Partnership (NYICTp), which had grown out of joint working across the sub-region in late 2000, as the ideal way forward for the Council in e-government terms. When the Council was reviewing its position in terms of the Partnership, which was reported to the Council's Policy & Resources Committee on 14 October 2004, a review of the current situation was carried out with respect to both a Best Value Review into Access to Services and Information Technology, which reported in April 2002, and the original E-government Strategy, along with ongoing work.

This work was initially reported to the Council's E-government Working Party on 22nd September 2004 and a way forward was agreed in concentrating on some local priorities around Housing Benefits, Planning, consultation, deep linking to partners and business continuity, by developing a transactional web site and customer access strategy along with work on telephony, contact management, workflow and broadband capacity, with further work reflecting the Priority Outcomes, to be met within the Council's budget. This was confirmed at that 14 October 2004 meeting, which also saw the Council's withdrawal from the NYICTp, which it was felt the Council could not afford.

Following on from the above, the Council has developed an Access to Services Programme Plan which describes the management arrangements agreed with Members, the projects to be delivered, the resources required to implement the projects, a timetable and a project brief for each project. This Plan will complement the National Strategy for Local e-Government and local work including the Ryedale E-government and IT Strategies, the Access to Services Best Value review and ongoing Implementing Electronic Statements.

Systems being implemented as part of the Plan will:

Deliver expected benefits through service improvements and efficiencies

Integrate seamlessly with other Council and partner systems, avoiding duplication of data and processing

Conform to national standards

Comply with relevant legislation

Issues dealt with include:

Facilitating home and remote working

Exploitation of the potential corporate document management

Development and maintenance of a corporate extranet to publish information for Members, officers, the community and all our customers using seamless process and knowledge management principles

Further development of the thin client model to assist different kinds of working

Investigating business processes from front to back office prior to implementing any application with a view to improving information transfer and resolution of issues at point of contact

Potential for using developments in telephony to facilitate changed working practices

The role of a customer contact system in assisting new ways of working

Performance is being monitored and the projects managed using the principles of PRINCE II, along with employing the ESD-Toolkit, which was adopted in October 2004, to track progress.

Whilst the ODPM have published Priority Outcomes, the specific achievements in Ryedale will be:

Enabling Planning and Housing Benefits applications to be made on line

Facilitating consultation on-line

Deep-linking to specific pages of partners' web sites

Ensuring the Council has adequate infrastructure and business continuity in place. (This is also being dealt with as part of the preparations for the Civil Contingencies Act)

Management Arrangements

This Strategy is owned by the Senior Management Team.

The Access to Services Programme is being managed by the Programme Board with individual projects having a responsible Project Owner.

Resources

The programme is managed by a Programme Manager reporting to the Programme Board. Each project has a project leader appointed either by the Programme Board or Senior Management Team. The Web and Content Manager has been appointed, along with a Project Manager responsible for BPR and workflow.

The council agreed a strategic delivery partnership with Software AG in August 2005 to assist in the development of contact management, e-payments, integration and solutions around planning services. This is due for completion by April 2006 but the

Council and Software AG have agreed a further project to deliver Council Tax, NNDR and Benefits information securely online.

Issues in IEG5 Statement

Section 1

Outcomes R13/G12 - The charitable trust 'Community Leisure Ltd' operate sport and leisure services on Ryedale District Council's behalf, the Council's contract with the existing provider is due for renewal in 2006/7. The Council's Members will be undertaking a review and examining the provision of sports and leisure services in Ryedale, with particular focus on the issues of e-government. Along with R13 and G12 this has affected PIDs 451 - 462 for BVPI157 purposes.

The Council has established deep links to the North Yorkshire County Council (NYCC) and partner web sites where these are available. The NYCC web site was redeveloped in December 2004 and new links have been established subsequent to this.

Following a feasibility study in July 2005, the Council is involved in developing a partnership with Hambleton District Council to deliver revenues and benefits services by a shared solution/service. Since the two councils use a variety of different software solutions, implementing some of the solutions listed in G8, R11, G11, R16, R17 and G18 may be considered financially unwarranted along with PIDs 56 and 70 for BVPI157 purposes This is still being investigated but a final outcome will not be able to be declared until March 2006.

Section 3

As above for BVPI157 along with:

PID 716 (Houses in multiple occupancy) is considered unachievable until the legislation comes into effect in July 2006.

Section 6

A project to investigate E-procurement has also been established with partners resulting in a Ryedale-scale solution being found, which is to be signed up to prior to the 31st December 2005. This is along with trialling a procurement card. The council is also buying and paying for goods electronically with one of its major suppliers. E-recruitment has been used for some time but with a small HR team, as well as a small corporate establishment, this is seen as a service improvement and is difficult to measure.

The presence of zeros in the columns is not an indication of the lack of savings but one that mechanisms to record them are still being established.

Approval

This document was tabled at the Council's Access to Services Programme Board on 22 March 2005 and will be on the agenda at the Policy & Resources Committee Meeting on 20 April 2006.

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. See <http://www.odpm.gov.uk/index.asp?id=1002882&PressNoticeID=1546> and <http://www.idea.gov.uk/knowledge>.

| Outcome And Transformation Area Description | Status at 31/12/2005 | Status at 31/03/2006 |
|---|--|----------------------|
| R1 Parents/guardians to apply online for school places for children for the 2007 school year. The admissions process starts about a year before the beginning of the school year, e.g. September 2006 for 2007 entry. | Green 31/12/2005 | Green 31/12/2005 |
| | Comment: This will be achieved by a deep link from our web site to that of the LEA, which is North Yorkshire County Council who are currently rolling out a new web site. A group has been working, including County and District representatives, to establish the process for maintaining deep links and other relationships. | |
| R2 Online access to information about educational support services that seek to raise the educational attainment of Looked After Children. | Green 31/12/2005 | Green 31/12/2005 |
| | Comment: This will be achieved by a deep link from our web site to that of the LEA, which is North Yorkshire County Council who are currently rolling out a new web site. A group has been working, including County and District representatives, to establish the process for maintaining deep links and other relationships. | |
| G1 Development of an Admissions Portal and / or e-enabled telephone contact centre to assist parents, carers and children in their choice of, and application to local schools | Green 31/12/2005 | Green 31/12/2005 |
| | Comment: This will be achieved by a deep link from our web site to that of the LEA, which is North Yorkshire County Council who are currently rolling out a new web site. A group has been working, including County and District representatives, to establish the process for maintaining deep links and other relationships. | |
| If already 'green' on R1, R2 & G1 above please comment on | Comment: Dependency upon the County Council | |
| E1 Agreed baseline and targets for take-up of online schools admissions service and educational attainment of Looked After Children. Otherwise you may leave this row blank. | | |
| R3 One stop direct online access and deep linking to joined up A-Z information on all local authority services via website or shared telephone contact centre using the recognised taxonomy of the Local Government Category List (see www.laws-project.org.uk). | Green 30/09/2005 | Green 30/09/2005 |
| | Comment: The implementation of a new website CMS, e-forms and e-payments solution has enabled the council to provide an informative and interactive website which has been created based on the LGNL. | |
| 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 30/06/2005 | Green 30/06/2005 |
| | Comment: The 'Safer Ryedale' partnership - http://www.ryesafe.org - will be leading on this on behalf of the Council. They will be using the CJIT web mail to access information, having registered in June 2005. | |
| G2 Empowering and supporting local organisations, community groups and clubs to create and maintain their own information online, including the promotion of job vacancies and events. | Green 30/09/2005 | Green 30/09/2005 |
| | Comment: The implementation of a new website CMS has enabled the council to provide an informative and interactive website now has the capability to offer this, although there are no groups using the facility at the moment. | |

| Outcome And Transformation Area Description | Status at 31/12/2005 | Status at 31/03/2006 |
|--|---|-----------------------------|
| <p>If already 'green' on R3, R4 & G2 above please comment on</p> <p>E2 Agreed baseline and targets for customer satisfaction and efficiency savings between the supplying organisations on shared community information initiatives.</p> <p>Otherwise you may leave this row blank.</p> | <p>Comment: These are being established as part of the Council's Customer Access Strategy agreed with Members in parallel with the implementation of the new contact methods.</p> | |
| <p>R5 Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily.</p> | <p>Green 30/09/2005</p> | <p>Green 30/09/2005</p> |
| <p>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.</p> | <p>Green 01/11/2003</p> | <p>Green 01/11/2003</p> |
| <p>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.</p> | <p>Green 30/09/2005</p> | <p>Green 30/09/2005</p> |
| <p>G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).</p> | <p>Green 30/09/2005</p> | <p>Green 30/09/2005</p> |
| <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> | <p>Comment: These are being established as part of the Council's Customer Access Strategy being agreed with Members in parallel with the implementation of the new contact methods.</p> | |
| <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> | <p>Green 31/12/2005</p> | <p>Green 31/12/2005</p> |
| <p>R8 Online receipt and processing of planning and building control applications.</p> | <p>Green 31/12/2005</p> | <p>Green 31/12/2005</p> |
| | <p>Comment: The Council is commissioning a new web site base around LGNL and other recognised standards which is planned to have these facilities. The Council is currently at level 3 (the highest) of the Planning Portal and these facilities are available for Development Control. The Council's Building Control Partnership are registered with 'Submit-a-Plan' and work will develop on that, also. The Council is also implementing Software AG's PARSOL expert system around planning and building control applications.</p> | |

| Outcome And Transformation Area Description | Status at 31/12/2005 | Status at 31/03/2006 |
|--|---|----------------------|
| G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information. | Amber 31/07/2005 | Green 31/03/2006 |
| | Comment: The Council's Local Plan including spatial aspects is on the existing web site. Further developments are being developed within the new corporate extranet and by spatially-enabling the Planning Permission Enquiry Expert System. | |
| G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes. | Green 31/12/2005 | Green 31/12/2005 |
| | Comment: This will be achieved by a deep link from our web site to that of the North Yorkshire County Council who are currently rolling out a new web site. A group has been working, including County and District representatives, to establish the process for maintaining deep links and other relationships. | |
| G7 Use of technology to integrate planning, regulation and licensing functions (including Entertainment Licensing and Liquor Licensing) in order to improve policy and decision-making processes around the prevention of anti-social behaviour. | Amber 01/10/2005 | Green 31/03/2006 |
| | Comment: A new environmental health and licensing application was implemented in October 2005 to assist with this and to be implemented in parallel with the new web site, e-forms and contact management system. | |
| If already 'green' on R7, R8, G5, G6 & G7 above please comment on E4 Agreed baseline and targets for take-up of planning and regulatory services online, including targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank. | Comment: These are being established as part of the Council's Customer Access Strategy agreed with Members in parallel with the implementation of the new contact methods. | |
| R9 Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment. | Amber 01/06/2005 | Green 31/03/2006 |
| | Comment: The Council has established a project to review its procurement process, in partnership with neighbours, where possible. | |
| 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 01/10/2005 | Green 31/03/2006 |
| | Comment: The Council is investigating this as part of the 'Contact Management' project within its 'Access to Services' programme. The Council has registered with and is investigating Government Connects as a mechanism to provide this. The Council is also cooperating with North Yorkshire County Council regarding the implementation. | |
| G9 Regional co-operation on e-procurement between local councils. | Amber 01/10/2005 | Green 31/03/2006 |
| | Comment: The Council is a member of the Yorkshire & Humber 'Centre of Excellence' and we are currently working with them to review procurement issues across North Yorkshire. | |
| If already 'green' on R9, G8 & G9 above please comment on E5 Access to virtual e-procurement 'marketplace'; | Comment: This is probably the system to be used. | |
| 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: Essential to any solution employed. | |

| Outcome And Transformation Area Description | Status at 31/12/2005 | Status at 31/03/2006 |
|--|--|----------------------|
| 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: Essential to any solution employed. | |
| 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 31/12/2005 | Green 31/12/2005 |
| | Comment: The Council has been receiving a growing number of debit card payments electronically since 2001 and is now receiving fees via an approved payment engine through the Planning Portal. With the development of the new web site the Council is transferring all its e-payments via the Government Gateway/GCPay. | |
| R11 Delivery of 'added value' around online payment facilities, including ability to check Council Tax and Business Rate balances online or via touch tone telephone dialling. | Amber 01/07/2005 | Green 28/02/2006 |
| | Comment: Having established a new web site with CMS and e-forms, the Council is providing this using Government Connect as the authentication route. The 'live' date has been delayed slightly due to involvement in a Revenues-related project. The expected date being June 2006. | |
| G10 Demonstration of efficiency savings and improved collection rates from implementation of e-payments. | Amber 01/07/2005 | Green 31/03/2006 |
| | Comment: The Council has received a growing number of e-payments over recent years and has been encouraging the use of Direct Debit and non-cash payment to provide efficiencies. | |
| G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers. | Amber 01/07/2005 | Green 31/03/2006 |
| | Comment: The Council has received a growing number of e-payments over recent years and has been encouraging the use of Direct Debit and non-cash payment to provide efficiencies. The use of e-billing will be investigated as part of the Government Connect implementation. | |
| If already 'green' on R10, R11, G10 & G11 above please comment on | Comment: Unlikely to be financial viable in a small district but will be investigated. | |
| 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: Some are already used for car parking but this will be investigated within the region or as part of GC. | |
| E10 Agreed baseline and targets for reductions in unit costs of payment transactions. Otherwise you may leave these rows blank. | Comment: These are being sought as the payment systems are rationalised. | |
| | | |
| R12 Online renewal and reservations of library books and catalogue search facilities. | Green 31/12/2005 | Green 31/12/2005 |
| | Comment: This will be achieved by a deep link from our web site to that of the Library Service. NYCC are currently piloting a new web site. | |

| Outcome And Transformation Area Description | Status at 31/12/2005 | Status at 31/03/2006 |
|---|--|----------------------|
| R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations. | Red 05/11/2004 | Amber 31/03/2006 |
| | Comment: The Council's limited leisure facilities were transferred to a charitable trust some 8 years ago, which creates a level of existing contractual complexity in currently dealing with them. The contract is due for renewal and it is envisaged that this will be written in for future providers to achieve. | |
| 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. | Red 05/11/2004 | Red 05/11/2004 |
| | Comment: The Council's limited leisure facilities were transferred to a charitable trust some 8 years ago, which creates a level of existing contractual complexity in currently dealing with them. The Library service is under the control of NYCC. Any involvement in a smartcard scheme will need to be (at least) at a sub-regional basis to be viable within a very rural sub-region and this will be investigated. | |
| If already 'green' on R12, R13 & G12 above please comment on E11 Agreed baseline and targets for take-up of library, sports & leisure services online, including targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank. | Comment: These are being established as part of the Council's Customer Access Strategy agreed with Members in parallel with the implementation of the new contact methods. | |
| R14 Online facilities to be available to allow the public to inspect local public transport timetables and information via available providing organisation, including links to 'live' systems for interactive journey planning. | Green 01/08/2002 | Green 01/08/2002 |
| | Comment: The implementation of a new website CMS, e-forms and e-payments solution has enabled the council to provide an informative and interactive website, including links http://www.transportdirect.info and other providers. | |
| R15 Online public e-consultation facilities for new proposals on traffic management (e.g. controlled parking zones (CPZs), traffic calming schemes), including publication of consultation survey results. | Green 01/09/2005 | Green 01/09/2005 |
| | Comment: This will be achieved by a deep link from our web site to that of the Highways Authority, which is North Yorkshire County Council who are currently rolling out a new web site. A group has been working, including County and District representatives, to establish the process for maintaining deep links and other relationships. | |
| G13 E-forms for parking "contravention mitigation" (i.e. appeal against the issue of a penalty charge notice), including email notification of form receipt and appeal procedures. | Green 30/09/2005 | Green 30/09/2005 |
| | Comment: The implementation of a new website CMS, e-forms and e-payments solution has enabled the council to provide an informative and interactive website that will be dealing with this and other services. | |
| G14 GIS-based presentation of information on roadworks in the local area, including contact details and updated daily. | Amber 01/07/2005 | Green 31/03/2006 |
| | Comment: This will be achieved by a deep link from our web site to that of the Highways Authority, which is North Yorkshire County Council who are currently rolling out a new web site. A group has been working, including County and District representatives, to establish the process for maintaining deep links and other relationships. | |

| Outcome And Transformation Area Description | Status at 31/12/2005 | Status at 31/03/2006 |
|---|---|-----------------------------|
| <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: These are being established as part of the Council's Customer Access Strategy agreed with Members in parallel with the implementation of the new contact methods.</p> | |
| <p>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.</p> | <p>Green 31/12/2005</p> | <p>Green 31/12/2005</p> |
| | <p>Comment: The Council has implemented a new web site base around LGNL and other recognised standards which will contain an Extranet feature to support this. The Council has also been rolling out a Document Management System across 'thin client' to facilitate the joined up use of these systems from any location. The Council is also implementing a Contact Management System to facilitate the 'one stop' resolution of as many issues as possible, including Housing & Council Tax enquiries. The Council is in a partnership with a neighbouring authority investigating shared delivery of these services.</p> | |
| <p>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.</p> | <p>Green 31/12/2005</p> | <p>Green 31/12/2005</p> |
| <p>G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens homes.</p> | <p>Amber 01/03/2005</p> | <p>Green 31/03/2006</p> |
| <p>If already 'green' on R16, R17 & G15 above please comment on</p> <p>E13 Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals.</p> | <p>Comment: These are being established as part of the Council's Customer Access Strategy agreed with Members in parallel with the implementation of the new contact methods.</p> | |
| <p>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.</p> <p>Otherwise you may leave these rows blank.</p> | <p>Comment: It is expected that Government Connect will assist with this further development.</p> | |
| <p>R18 Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.</p> | <p>Green 31/12/2005</p> | <p>Green 31/12/2005</p> |
| | <p>Comment: This will be achieved by a deep link from our web site to that of Social Services, which is a North Yorkshire County Council function, who are currently rolling out a new web site. A group has been working, including County and District representatives, to establish the process for maintaining deep links and other relationships.</p> | |

| Outcome And Transformation Area Description | Status at 31/12/2005 | 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 31/12/2005 | Green 31/12/2005 |
| | Comment: This will be achieved by a deep link from our web site to that of Social Services, which is a North Yorkshire County Council function, who are currently rolling out a new web site. A group has been working, including County and District representatives, to establish the process for maintaining deep links and other relationships. | |
| G16 Systems to support joined-up working on children at risk across multiple agencies. | Amber 01/09/2005 | Green 31/03/2006 |
| | Comment: The Council will be cooperating with the other agencies to achieve this outcome. | |
| G17 Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field. | Amber 01/09/2005 | Green 31/03/2006 |
| | Comment: The Council will be cooperating with the other agencies to achieve this outcome. | |
| 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: These are being established as part of the Council's Customer Access Strategy agreed with Members in parallel with the implementation of the new contact methods. | |
| R20 Email and Internet access provided for all Members and staff that establish a need for it. | Green 01/01/2000 | Green 01/01/2000 |
| | Comment: In place since 2000 | |
| R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff. | Green 05/11/2004 | Green 05/11/2004 |
| | Comment: In place. Existing policy reviewed and expanded November 2005. | |
| R22 Access to home/remote working facilities to all council members and staff that satisfy the requirements set by the Council's published home/remote working policy. | Green 05/11/2004 | Green 05/11/2004 |
| | Comment: In place. | |
| 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 31/03/2004 | Green 31/03/2004 |
| | Comment: At May 2004, 16% staff had completed ECDL and 26% partially completed. 1 Member (out of 30) has completed. This is 58% of those registering an interest. | |
| 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: Targets are being established as part of 'Access to Services' Strategy once pilot phase has been experienced. Homeworking Policy being continually developed to encourage greater take-up and hence the ultimate goal of achieving efficiencies. | |
| 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). | Green 31/12/2005 | Green 31/12/2005 |
| | Comment: The Council has established a new web site based around the Local Government Navigation List and other recognised standards, which contains e-forms to facilitate full self-service. | |

| Outcome And Transformation Area Description | Status at 31/12/2005 | Status at 31/03/2006 |
|---|---|----------------------|
| R24 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management. | Green 30/09/2005 | Green 30/09/2005 |
| | Comment: The implementation of a new website CMS, e-forms and e-payments solution has enabled the council to provide an informative and interactive website. | |
| 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). | Green 31/12/2005 | Green 31/12/2005 |
| | Comment: A programme of improvements to records management is in place including the roll-out of a Document Management System. The ISO 15489 methodology is being followed as part of the process. | |
| G20 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI). | Green 30/09/2005 | Green 30/09/2005 |
| | Comment: The implementation of a new website CMS and an audit by the RNIB prior to the website going live has catergorised the site AA, as a minimum. | |
| G21 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk). | Green 30/09/2005 | Green 30/09/2005 |
| | Comment: The Council has established a new web site based around the Local Government Navigation List and other recognised standards, which will also contain e-forms to facilitate full self-service. All components will be specified for compliance to e-GIF and e-GMS. | |
| 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: These are being established as part of the Council's Customer Access Strategy agreed with Members in parallel with the implementation of the new contact methods. | |
| R25 Online publication of Internet service standards, including past performance and commitments on service availability. | Green 01/03/2005 | Green 01/03/2005 |
| | Comment: The implementation of a new website CMS allows the provision of this information but it maybe difficult to obtain past performance due to no system being in place at that time. | |
| R26 Monitoring of performance of corporate website, or regional web portal, between 2003/04 and 2005/06 in order to demonstrate rising and sustained use, as measured by industry standards including page impressions and unique users. | Green 31/08/2000 | Green 31/08/2000 |
| | Comment: All of the Council's web sites have had statistics maintained against them and are demonstrating rising and sustained use. | |
| G22 Establishment of internal targets and measures for customer take-up of e-enabled access channels. | Green 30/09/2005 | Green 30/09/2005 |
| | Comment: Take up measures and targets being established as part of the Council's Customer Access Strategy. | |
| G23 Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk). | Green 30/09/2005 | Green 30/09/2005 |
| | Comment: The Council has established a new web site based around the Local Government Navigation List and other recognised standards, which also contains e-forms to facilitate full self-service. The site follows LAWS usability guidelines. | |

| Outcome And Transformation Area Description | Status at 31/12/2005 | 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> | <p>Comment: These are being established as part of the Council's Customer Access Strategy being agreed with Members in parallel with the implementation of the new contact methods.</p> | |
| <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> | <p>Green 31/12/2005</p> | <p>Green 31/12/2005</p> |
| <p>R28 All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.</p> | <p>Green 30/09/2005</p> | <p>Green 30/09/2005</p> |
| <p>R29 100% of email enquiries from the public responded to within one working day, with documented corporate performance standards for both email acknowledgements and service replies.</p> | <p>Green 31/12/2005</p> | <p>Green 31/12/2005</p> |
| <p>G24 Integration of customer relationship management systems with back office activity through use of enabling technology such as Workflow to create complete automation of business process management.</p> | <p>Amber 01/06/2005</p> | <p>Green 31/03/2006</p> |
| <p>G25 Facilities to support the single notification of a change of address, i.e. a citizen should only have to tell the council they have moved on one occasion and the council should then be able to update all records relating to that person to include the new address.</p> | <p>Green 01/06/2002</p> | <p>Green 01/06/2002</p> |
| <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: These are being established as part of the Council's Customer Access Strategy agreed with Members in parallel with the implementation of the new contact methods.</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 | Status at 31/12/2005 | Status at 31/03/2006 |
|---|--|----------------------|
| <ul style="list-style-type: none"> Appointment of people to the following key local e-government functions in your Council (see http://www.idea-knowledge.gov.uk/idk/aio//206757): | | |
| i) Member & officer e-champions | Green 01/08/2003 | Green 01/08/2003 |
| | Comment: The Council's Member e-Champion is Cllr Keith Knaggs - cldr.keith.knaggs@ryedale.gov.uk The Council's Officer e-Champion is the Chief Executive - Harold Mosley harold.mosley@ryedale.gov.uk | |
| ii) e-government programme manager | Green 01/08/2003 | Green 01/08/2003 |
| | Comment: Mick Phythian - IT Systems & Development Manager mick.phythian@ryedale.gov.uk | |
| iii) customer services management | Green 01/12/2004 | Green 01/12/2004 |
| | Comment: Mandy Lightfoot - Member & Customer Support Manager mandy.lightfoot@ryedale.gov.uk | |
| <ul style="list-style-type: none"> Inclusion of competency development of the above key functions and training for staff affected by e-Government projects, within the Council's workforce development planning (for more information about the e-capacity Building Programme see http://www.lamip.org/MicroSites/eCapacityBuilding/Pages/TemplateUser.aspx?PageType=StandardContent&XSL=standardcontent&Key=1) | Amber 01/03/2005 | Green 31/03/2006 |
| | Comment: The Council is actively working with other authorities in the sub-region on the development of a common competency framework. This has been feed into a corporate policy. Training for staff affected by e-government is being built into the change management element of the strategy. | |
| <ul style="list-style-type: none"> Establishment of an e-delivery programme board | Green 05/11/2004 | Green 05/11/2004 |
| | Comment: The establishment of a Programme Board was agreed at the Council's Policy & Resources Committee on the above date. | |
| <ul style="list-style-type: none"> Use of formalised programme & project management methodologies (e.g. PRINCE2, MSP) to support e-delivery programme | Green 01/01/2003 | Green 01/01/2003 |
| | Comment: The Council has adopted PRINCE2 as the core project management methodology, although, as a small authority, much project management will use a cut-down sub-set. | |
| <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 01/12/2004 | Green 01/12/2004 |
| | Comment: The Council has nominated a Risk Manager representing the Corporate Risk Group, who will sit on the Council's Access to Services Programme Board and document and review the risks in the roll-out. | |

| Change Management Area | Status at 31/12/2005 | Status at 31/03/2006 |
|---|--|----------------------|
| <ul style="list-style-type: none"> Use of customer consultation/research to inform development of corporate e-government strategy | Amber 01/04/2001 | Green 31/03/2006 |
| | Comment: The Council carried out major consultation as part of its E-government Strategy (2001), its Best Value Review into Access to Services & I.T. (2002). This has continued with consultation through its Community Plan process and Corporate Planning Framework, which used SIMALTO as a tool to determine local priorities. | |
| <ul style="list-style-type: none"> Establishment of policy for addressing social inclusion within corporate e-government strategy | Green 31/12/2005 | Green 31/12/2005 |
| | Comment: Social inclusion has been a focus within the Council's E-government Strategy (2001) and Best Value Review into Access to Services & I.T. (2002). This has continued via the Community Plan, its actions and outcomes and also through the Customer Access Strategy. | |
| <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 31/12/2005 | Green 31/12/2005 |
| | Comment: As part of the development of its Customer Access Strategy the Council has reviewed its approach, which is also being approached by its Equality & Diversity Working Group. | |
| <ul style="list-style-type: none"> Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act), including information sharing and data quality audit procedures | Green 01/09/2002 | Green 01/09/2002 |
| | Comment: The Council's solicitor - Anthony Winship - anthony.winship@ryedale.gov.uk has taken over these specific responsibilities. The Council does have an Information Management Group, lead by the Director of Policy, to monitor information corporately. | |
| <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 | Green 31/12/2005 | Green 31/12/2005 |
| | Comment: The Council will be taking steps toward this as part of the implementation of its Customer Access Strategy | |
| <ul style="list-style-type: none"> Establishment of partnerships for the joint (aggregated) procurement of broadband services | Amber 01/12/2004 | Green 31/03/2006 |
| | Comment: The Council has been working with the County Council in the use of its WAN service. It is now working with the RDA and the ADIT (Yorkshire & Humber) particularly in areas of market failure of broadband delivery. | |
| <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) | Green 31/12/2005 | Green 31/12/2005 |
| | Comment: The Council has been working with a number of intermediaries in the delivery of Benefits advice including Job Centre +. The Council is continuing discussions with other intermediaries including the Council for Voluntary Services and the Citizens Advice Bureau. | |
| <ul style="list-style-type: none"> Compliance with BS 7799 on information security management | Green 02/06/2003 | Green 02/06/2003 |
| | Comment: Whilst the Council has not sought certification, it believes that the processes and policies in place would achieve compliance. | |

| Change Management Area | Status at 31/12/2005 | Status at 31/03/2006 |
|---|--|----------------------|
| <ul style="list-style-type: none"> Implementation of Benefits Realisation Plan for delivery of local e-government programme strategic objectives | Amber 01/03/2005 | Green 31/03/2006 |
| | Comment: The Council has built the objective into its Customer Access Strategy and will be implementing this as part of the programme. | |
| <ul style="list-style-type: none"> Completion of mapping of Local Government Services List transactions against approved security levels (0-3) (see http://www.esd.org.uk/standards/lgs/lgs.doc & http://www.authentication.org.uk/levels.asp & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc) | Amber 01/02/2005 | Green 31/03/2006 |
| | Comment: The Council took part in the exercise commissioned by the ESD-Toolkit as one of the participants expects to be advised of the completed list, when agreed. | |
| <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 01/02/2005 | Green 31/03/2006 |
| | Comment: The Council has registered with Government Connect and has installed a DIS box to use GC and as part of its authentication mechanism. The Council is part of YOR-LINK, consisting of the North & East Yorkshire authorities, which is also represented within the East Yorkshire and Humber group. YORLINK is working with representatives from similar groups in the region and the regional Information Society Unit to investigate regional solutions to GC by initially examining what XML messaging and content management solutions are in use. This investigation will inform the YOR-LINK approach to GC. | |
| <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 01/06/2005 | Green 31/03/2006 |
| | Comment: The Council has registered with Government Connect and has installed a DIS box to use GC and as part of its authentication mechanism. The Council is part of YOR-LINK, consisting of the North & East Yorkshire authorities, which is also represented within the East Yorkshire and Humber group. YORLINK is working with representatives from similar groups in the region and the regional Information Society Unit to investigate regional solutions to GC by initially examining what XML messaging and content management solutions are in use. This investigation will inform the YOR-LINK approach to GC. | |
| <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 | Amber 01/09/2005 | Green 28/02/2006 |
| | Comment: The Council has registered with Government Connect and has applied to be an early adopter and has installed a DIS box to use GC and as part of its authentication mechanism. The Council is part of YOR-LINK, consisting of the North & East Yorkshire authorities, which is also represented within the East Yorkshire and Humber group. YORLINK is working with representatives from similar groups in the region and the regional Information Society Unit to investigate regional solutions to GC by initially examining what XML messaging and content management solutions are in use. This investigation will inform the YOR-LINK approach to GC. | |

| Change Management Area | Status at 31/12/2005 | Status at 31/03/2006 |
|---|---|----------------------|
| ii) adoption of Unique IDentifiers (UIDs) and associated standards, as designated in Government Connect | Amber 01/09/2005 | Green 28/02/2006 |
| | Comment: The Council has registered with Government Connect and has applied to be an early adopter and has installed a DIS box to use GC and as part of its authentication mechanism. The Council is part of YOR-LINK,consisting of the North & East Yorkshire authorities, which is also represented within the East Yorkshire and Humber group. YORLINK is working with representatives from similar groups in the region and the regional Information Society Unit to investigate regional solutions to GC by initially examining what XML messaging and content management solutions are in use. This investigation will inform the YOR-LINK approach to GC. | |
| iii) the bereavement journey & closing of accounts (see http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp) | Amber 01/09/2005 | Amber 01/09/2005 |
| | Comment: The Council has registered with Government Connect and has applied to be an early adopter and has installed a DIS box to use GC and as part of its authentication mechanism. The Council is part of YOR-LINK,consisting of the North & East Yorkshire authorities, which is also represented within the East Yorkshire and Humber group. YORLINK is working with representatives from similar groups in the region and the regional Information Society Unit to investigate regional solutions to GC by initially examining what XML messaging and content management solutions are in use. This investigation will inform the YOR-LINK approach to GC. | |
| iv) citizen & business authentication for services for services categorised at security levels 0-3 | Amber 01/09/2005 | Amber 01/09/2005 |
| | Comment: The Council has registered with Government Connect and has applied to be an early adopter and has installed a DIS box to use GC and as part of its authentication mechanism. The Council is part of YOR-LINK,consisting of the North & East Yorkshire authorities, which is also represented within the East Yorkshire and Humber group. YORLINK is working with representatives from similar groups in the region and the regional Information Society Unit to investigate regional solutions to GC by initially examining what XML messaging and content management solutions are in use. This investigation will inform the YOR-LINK approach to GC. | |
| v) registration & authentication of employees for internal and cross-agency services | Amber 01/09/2005 | Amber 01/09/2005 |
| | Comment: The Council has registered with Government Connect and has applied to be an early adopter and has installed a DIS box to use GC and as part of its authentication mechanism. The Council is part of YOR-LINK,consisting of the North & East Yorkshire authorities, which is also represented within the East Yorkshire and Humber group. YORLINK is working with representatives from similar groups in the region and the regional Information Society Unit to investigate regional solutions to GC by initially examining what XML messaging and content management solutions are in use. This investigation will inform the YOR-LINK approach to GC. | |
| vi) corporate approach to collection of e-payments | Amber 01/09/2005 | Amber 01/09/2005 |
| | Comment: The Council has registered with Government Connect and has installed a DIS box and is using GC-Pay as its payment engine. | |






| Change Management Area | Status at 31/12/2005 | Status at 31/03/2006 |
|---|---|----------------------|
| vii) cross agency secure transactions (Government to Government) | Amber 01/09/2005 | Amber 01/09/2005 |
| | Comment: The Council has registered with Government Connect and has applied to be an early adopter and has installed a DIS box to use GC and as part of its authentication mechanism. The Council is part of YOR-LINK,consisting of the North & East Yorkshire authorities, which is also represented within the East Yorkshire and Humber group. YORLINK is working with representatives from similar groups in the region and the regional Information Society Unit to investigate regional solutions to GC by initially examining what XML messaging and content management solutions are in use. This investigation will inform the YOR-LINK approach to GC. | |
| viii) account structures for citizens, businesses, property, voluntary & community bodies, schools and parishes | Amber 01/09/2005 | Amber 01/09/2005 |
| | Comment: The Council has registered with Government Connect and has applied to be an early adopter and has installed a DIS box to use GC and as part of its authentication mechanism. The Council is part of YOR-LINK,consisting of the North & East Yorkshire authorities, which is also represented within the East Yorkshire and Humber group. YORLINK is working with representatives from similar groups in the region and the regional Information Society Unit to investigate regional solutions to GC by initially examining what XML messaging and content management solutions are in use. This investigation will inform the YOR-LINK approach to GC. | |
| ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local Area Agreements (where in place) | Amber 01/09/2005 | Amber 01/09/2005 |
| | Comment: The Council has registered with Government Connect and has applied to be an early adopter and has installed a DIS box to use GC and as part of its authentication mechanism. The Council is part of YOR-LINK,consisting of the North & East Yorkshire authorities, which is also represented within the East Yorkshire and Humber group. YORLINK is working with representatives from similar groups in the region and the regional Information Society Unit to investigate regional solutions to GC by initially examining what XML messaging and content management solutions are in use. This investigation will inform the YOR-LINK approach to GC. | |
| x) GC Register (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en) | Amber 01/09/2005 | Amber 01/09/2005 |
| | Comment: The Council has registered with Government Connect and has applied to be an early adopter and has installed a DIS box to use GC and as part of its authentication mechanism. The Council is part of YOR-LINK,consisting of the North & East Yorkshire authorities, which is also represented within the East Yorkshire and Humber group. YORLINK is working with representatives from similar groups in the region and the regional Information Society Unit to investigate regional solutions to GC by initially examining what XML messaging and content management solutions are in use. This investigation will inform the YOR-LINK approach to GC. | |

| Change Management Area | Status at 31/12/2005 | Status at 31/03/2006 |
|--|--|----------------------|
| xi) GC Exchange (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en) | Amber 01/09/2005 | Amber 01/09/2005 |
| | Comment: The Council has registered with Government Connect and has applied to be an early adopter and has installed a DIS box to use GC and as part of its authentication mechanism. The Council is part of YOR-LINK, consisting of the North & East Yorkshire authorities, which is also represented within the East Yorkshire and Humber group. YORLINK is working with representatives from similar groups in the region and the regional Information Society Unit to investigate regional solutions to GC by initially examining what XML messaging and content management solutions are in use. This investigation will inform the YOR-LINK approach to GC. | |
| • Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) back office connection in place (Department Interface Server) | Green 30/11/2005 | Green 30/11/2005 |
| | Comment: The Council has registered with Government Connect and has installed a DIS box and intends to use GC as its authentication mechanism. | |
| • Enable Directgov (see www.direct.gov.uk) to deeplink into service pages on local authority websites, by providing & maintaining URL data, based on Local Government Service & Interaction lists, standard schemas and formats, as directed by the Local Directgov programme (see http://www.localgov.gov.uk/localdirectgov/ieg5) | Amber 01/11/2005 | Amber 01/11/2005 |
| | Comment: The Council established its new CMS-based web site around the LGNL standards and is actively working with the Local Direct Gov Programme. The Council was one of the first to complete phases 1 & 2 and is a pilot for the XML schema. | |
| • Reciprocal connection to Directgov (see http://www.direct.gov.uk) from corporate website and partnership portal(s) | Green 07/06/2004 | Green 07/06/2004 |
| | Comment: The Council has had a link to DirectGov since it was established and this practice has been transferred to the new site. | |
| • Introduction of Digital Interactive TV services (see http://www.digitv.org.uk) | Red 01/06/2005 | Red 01/06/2005 |
| | Comment: As a small rural district the Council is not in a situation to establish its own digiTV solution but will be working with partners to establish a situation when the business case can be established. | |
| • Establishment of dedicated telephone contact centre(s) services | Green 31/12/2005 | Green 31/12/2005 |
| | Comment: The Council has implemented a new telephony system which includes facilities for contact management, along with the implementation of contact management software. This is being rolled out in parallel with business process reviews | |
| • Compliance with Freedom of Information Act 2000, including responding to requests for information from individuals within a reasonable time period (see http://www.lcd.gov.uk/foi/foidpunit.htm & http://www.pro.gov.uk/recordsmanagement/access/default.htm) | Green 31/12/2004 | Green 31/12/2004 |
| | Comment: The Council has a programme of work in place leading to full readiness for introduction of final stage of FOIA on 1 Jan 2005. | |
| • Regularly-maintained link from Local Land & Property Gazetteer (LLPG) to National Land & Property Gazetteer (NLPG) (see http://www.nlpg.org.uk) | Green 01/11/2002 | Green 01/11/2002 |
| | Comment: The Council started exchanging data with the NLPG in Q4, 2002, as planned and regularly exchanged data since. | |

| Change Management Area | Status at 31/12/2005 | Status at 31/03/2006 |
|---|--|----------------------|
| <ul style="list-style-type: none"> Local Land & Property Gazetteer (LLPG) linked to Customer Relationship Management (CRM) systems | Amber 01/11/2005 | Amber 01/11/2005 |
| | Comment: The Council is implementing a new Contact Management System to assist its customers, this will ultimately be linked to the Council's LLPG. | |
| <ul style="list-style-type: none"> Connection to National Land Information Service (NLIS) at Level 3 (see http://www.nlis.org.uk) | Green 30/06/2005 | Green 30/06/2005 |
| | Comment: The Council installed software with the automated interface as planned in December 2002 but practical and technical difficulties delayed full implementation, which was done in January 2004. The Council is currently at Level 2, but plans to be level 3 in 2006, when it finally gets the CAPS Total Land Charges system working to the satisfaction of its officers. | |
| <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 31/12/2005 | Amber 31/12/2005 |
| | Comment: The Council will be investigating its obligations under the Act and working with its partners to confirm what is required. | |

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 IEG5 % e-enabled position at 31 December 2005 | Actual | | | | |
|---|--|--|--|--|--|--|
| | | 01/02  | 02/03  | 03/04  | 04/05  | 05/06  |
| Providing information: ● Total types of interaction e-enabled ● % e-enabled | 99 % | ● 0 ● 0.00 % | ● 1 ● 0.40 % | ● 129 ● 51.60 % | ● 148 ● 59.20 % | ● 250 ● 100.00 % |
| Collecting revenue: ● Total types of interaction e-enabled ● % e-enabled | 96 % | ● 0 ● 0.00 % | ● 0 ● 0.00 % | ● 7 ● 87.50 % | ● 7 ● 87.50 % | ● 7 ● 87.50 % |
| Providing benefits & grants: ● Total types of interaction e-enabled ● % e-enabled | 92 % | ● 0 ● 0.00 % | ● 0 ● 0.00 % | ● 9 ● 75.00 % | ● 9 ● 75.00 % | ● 12 ● 100.00 % |
| Consultation: ● Total types of interaction e-enabled ● % e-enabled | 98 % | ● 0 ● 0.00 % | ● 0 ● 0.00 % | ● 15 ● 26.79 % | ● 17 ● 30.36 % | ● 56 ● 100.00 % |
| Regulation (such as issuing licenses): ● Total types of interaction e-enabled ● % e-enabled | 90 % | ● 0 ● 0.00 % | ● 0 ● 0.00 % | ● 23 ● 41.07 % | ● 26 ● 46.43 % | ● 56 ● 100.00 % |
| Applications for services: ● Total types of interaction e-enabled ● % e-enabled | 96 % | ● 0 ● 0.00 % | ● 1 ● 0.97 % | ● 32 ● 31.07 % | ● 48 ● 46.60 % | ● 96 ● 93.20 % |
| Booking venues, resources & courses: ● Total types of interaction e-enabled ● % e-enabled | 88 % | ● 0 ● 0.00 % | ● 0 ● 0.00 % | ● 0 ● 0.00 % | ● 2 ● 28.57 % | ● 2 ● 28.57 % |
| Paying for goods & services: ● Total types of interaction e-enabled ● % e-enabled | 91 % | ● 0 ● 0.00 % | ● 0 ● 0.00 % | ● 8 ● 16.33 % | ● 10 ● 20.41 % | ● 49 ● 100.00 % |
| Providing access to community, professional or business networks: ● Total types of interaction e-enabled ● % e-enabled | 98 % | ● 0 ● 0.00 % | ● 0 ● 0.00 % | ● 37 ● 26.24 % | ● 44 ● 31.21 % | ● 141 ● 100.00 % |
| Procurement: ● Total types of interaction e-enabled ● % e-enabled | 86 % | ● 0 ● 0.00 % | ● 0 ● 0.00 % | ● 0 ● 0.00 % | ● 0 ● 0.00 % | ● 0 ● 0.00 % |
| Total: ● Total types of interaction e-enabled ● % e-enabled | 97 % | ● 0 ● 0.00 % | ● 2 ● 0.29 % | ● 260 ● 37.96 % | ● 311 ● 45.40 % | ● 669 ● 97.66 % |

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) | 147,000 | 270,797 | 1,920,000 | 2,500,000 | 4,000,000 |
| • Unique users, i.e. separate individuals visiting website (annual) | 57,000 | 77,206 | 52,000 | 100,000 | 200,000 |
| • Number of e-enabled payment transactions accepted via website | 500 | 592 | 850 | 3,000 | 4,500 |
| • Number of change of address notifications accepted via website | 0 | 0 | 6 | 1,000 | 1,200 |
| • Number of planning applications accepted via website (including through the Planning Portal) | 0 | 0 | 38 | 50 | 70 |
| | Comment: Whilst the Council has had a mechanism in place for some time to measure web usage, particular transactions, such as change of address, have not been actively recorded but this can be adopted as part of the use of channels aspect of the ESD-toolkit. Although the Council had been offering to accept change of address notification via its web site, it was only with the implementation of an e-form in 2006 that they started to occur. | | | | |
| Telephone <i>(i.e. telephone interactions where officers can access electronic information and/or update records on-line there and then, including interactions in contact centres)</i> | | | | | |
| • Number of e-enabled payment transactions accepted by telephone | 62 | 1,402 | 2,500 | 3,000 | 3,500 |
| • Number of change of address notifications accepted via telephone | 255 | 300 | 400 | 500 | 600 |
| | Comment: Whilst the Council has had a mechanism in place for some time to measure web usage, particular transactions, such as change of address, have not been actively recorded but this will be adopted as part of the use channels aspect of the ESD-toolkit | | | | |
| 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 | 256 | 2,629 | 4,000 | 5,000 | 6,000 |

| | Actual | | | Forecast | |
|---|---|--------|--------|----------|--------|
| E-enablement & Main E-Access Channel Take-Up | 03/04 | 04/05 | 05/06 | 06/07 | 07/08 |
| • Number of change of address notifications accepted via personal contact | 0 | 0 | 0 | 20 | 50 |
| | Comment: Whilst the Council has had a mechanism in place for some time to measure web usage, particular transactions, such as change of address, have not been actively recorded but this can be adopted as part of the use of the channels aspect of the ESD-toolkit. To date there has been no mechanism in place to record change of address via personal contact, this will be facilitated with the installation of a contact management system. | | | | |
| Other Electronic Media (e.g. BACS, text messaging) | | | | | |
| • Number of e-enabled payment transactions accepted via BACS | 0 | 0 | 0 | 0 | 0 |
| • 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: Whilst the Council has had a mechanism in place for some time to measure web usage, particular transactions, such as change of address, have not been actively recorded but this can be adopted as part of the use of the channels aspect of the ESD-toolkit. To date there has been no mechanism in place to record change of address via other electronic media, this will be facilitated with the installation of a contact management system. | | | | |
| Non Electronic (e.g. cash office, post) | | | | | |
| • Number of payments accepted by cheque or other non-electronic form | 43,561 | 42,697 | 50,000 | 50,000 | 50,000 |
| • Number of change of address notifications accepted via non-electronic form | 0 | 0 | 0 | 0 | 0 |
| | Comment: Whilst the Council has had a mechanism in place for some time to measure web usage, particular transactions, such as change of address, have not been actively recorded but this can be adopted as part of the use of the channels aspect of the ESD-toolkit. To date there has been no mechanism in place to record non-electronic change of address, this will be facilitated with the installation of a contact management system.with the document management system. | | | | |

Section 5 - Local e-Government Implementation Expenditure

Councils are asked to provide a summary of current and forecast expenditure on implementing electronic government up to 2007/08. This should include the standard elements in the table below and brief commentary on the use of IEG money. For 2005/6 onwards, please include best estimates of revenue and capital expenditure even though the council may not yet have officially approved the budgets. (Please note that implementing e-government expenditure refers to investment designed to e-enable local services and to transform their accessibility, quality and cost-effectiveness in line with the 2005 target. Cyclical spend related to the maintenance of the existing ICT infrastructure should not be included):

| Programme Resource | Backward Look (£) | | | Forward Look (£) | |
|---|--|----------------|----------------|------------------|----------------|
| | 01/02 to 03/04 | 04/05 | 05/06 | 06/07 | 07/08 |
| • IEG capital grant | 400,000 | 350,000 | 150,000 | | |
| | Comment: | | | | |
| • ODPM Local e-Government Support & Capacity Programme capital grant | 0 | 0 | 100,000 | 0 | 0 |
| | Comment: | | | | |
| • your council's nominal pro rata share of ODPM Local e-Government Partnership Programme capital grant allocated in your area | 0 | 0 | 0 | 0 | 0 |
| | Comment: | | | | |
| • 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 | 182,000 | 220,000 | 140,000 | 140,000 | 140,000 |
| | Comment: Implementation of Document Management System £103K 2003/4 NYICTp - 2003/4 £50K, 2004/5 £57K Community Information Officer pilot (mobile worker) 2003/4 - £13K; 2004/5 - £23K E-govt provision for licenses 2003/4 - £16K and £40K annually thereafter Access to Services provision £100K per annum from 2004/5 onwards | | | | |
| • other resources (e.g. training) (please specify) | 0 | 0 | 0 | 0 | 0 |
| | Comment: The Council has paid for the ECDL training for all staff/Members requiring it. Figures not available. | | | | |
| • ODPM e-Innovations Fund capital grant | 0 | 0 | 0 | 0 | 0 |
| | Comment: | | | | |
| • financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB), EU funding | 185,000 | 10,000 | 0 | 0 | 0 |
| | Comment: Tourism Destination Management System (via European Regional Development Fund) - £85K + £10K DWP - thin client/remote working - £26K DWP - Document Management system - £74K | | | | |
| TOTAL | 767,000 | 580,000 | 390,000 | 140,000 | 140,000 |

Section 6 - Local e-Government Programme Efficiency Gains

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

| | Backward Look (£) | | | | Forward Look (£) | | | |
|--|---|----------------------|-------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| | 04/05 | | 05/06 | | 06/07 | | 07/08 | |
| Efficiency Gains | Annual gain | ...of which cashable | Annual gain | ...of which cashable | Expected annual gain | ...of which cashable | Expected annual gain | ...of which cashable |
| Corporate services, of which: | | | | | | | | |
| • e-recruitment | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Comment: E-recruitment has been used for some time but with a small HR team as well as a small corporate establishment, this is seen as a service improvement and is difficult to measure. | | | | | | | |
| • e-payments | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Comment: As with G11, the Council has received a growing number of e-payments over recent years and has been encouraging the use of Direct Debit and non-cash payment to provide efficiencies. | | | | | | | |
| • corporate services efficiencies not covered above | 7,773 | 7,773 | 13,773 | 13,773 | 13,773 | 13,773 | 13,773 | 13,773 |
| | Comment: Electronic Committee Agendas - 3000 Review of Telephony System - 3000 Broadband - 7773 | | | | | | | |
| e-Procurement, of which: | | | | | | | | |
| • Service specific | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Comment: | | | | | | | |
| • Cross-cutting e-procurement efficiencies not covered above | 0 | 0 | 3,000 | 3,000 | 3,000 | 3,000 | 3,000 | 3,000 |
| | Comment: Office supplies e-procurement | | | | | | | |
| Productive time, of which: | | | | | | | | |
| • Service specific | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Comment: | | | | | | | |

| | Backward Look (£) | | | | Forward Look (£) | | | |
|--|-------------------|----------------------|------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| | 04/05 | | 05/06 | | 06/07 | | 07/08 | |
| Efficiency Gains | Annual gain | ...of which cashable | Annual gain | ...of which cashable | Expected annual gain | ...of which cashable | Expected annual gain | ...of which cashable |
| • Cross-cutting productive time efficiencies not covered above | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Comment: | | | | | | | |
| Transactions | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Comment: | | | | | | | |
| Miscellaneous efficiencies not covered above | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Comment: | | | | | | | |
| TOTAL EFFICIENCY GAINS - GROSS | 7,773 | 7,773 | 16,773 | 16,773 | 16,773 | 16,773 | 16,773 | 16,773 |
| LESS e-government implementation expenditure | 580,000 | | 390,000 | | 140,000 | | 140,000 | |
| | Comment: | | | | | | | |
| TOTAL EFFICIENCY GAINS - NET | -,572,227 | | -,373,227 | | -,123,227 | | -,123,227 | |