



IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2005 MID TERM (IEG4.5)

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

Name of Authority: Charnwood Borough Council

IEG Contact Name: Aymen Khan

Email: aymen.khan@charnwood.gov.uk

Telephone No: 01509 634540

Submitted date: 18/07/2005

Local Context

Charnwood Borough Council has a focussed and progressive electronic-Government programme supported by the approved e-Government Strategy and Routemap (version 3 was approved by Cabinet in April 2005), which is principally based on the ODPM's priority services (see www.charnwood.gov.uk/performance). The strategy is an active document with defined actions, timescales, responsibilities and resource requirements, with an overall aim of improving customer services, service delivery/availability and engaging with the community.

The Council is on target to achieve 100% electronic enablement of all customer-facing interactions, and to date (2005/06, quarter 1) has achieved 69% against BVPI 157 performance indicator. The progress of the indicator is quarterly reported on internally and is measured through the Electronic Service Delivery (ESD) toolkit.

In relation to the provision of electronic services;

- The Council has an improved web presence (see www.charnwood.gov.uk) and is currently developing phase 3 of the web development project to incorporate transactional and personalisation facilities for citizens.
- The Customer Contact Centre rollout to support front-line services. The Contact Centre currently supports all customer calls to Housing and Cleansing services and is an associate member of the National Customer Relationship Management (CRM) Project.
- The Customer Service Centre will shortly begin phase 3 of development for physically extending the service centre. The Customer Service Centre has been operational since July 2004 and utilises the CRM system.

The Council is involved in the National e-Government projects for; PARSOL (Planning and Regulatory Services Online), Working With Business, CRM, e-Benefits, e-Procurement, Valuebill and LAWS.

Charnwood Borough Council is also an involved member of the Leicester-Shire e-Government Partnership and the Better Access to Better Services initiative (BABS). Both partnerships provide an opportunity to develop and offer common e-Government solutions for seamless and integrated services to the citizen.

The outcome of the e-Government programme for Charnwood is to improve service delivery and efficiency, by using new technologies to give round the clock access as well as traditional ways. Resulting in services being easier to access, more convenient to use, more responsive, transparent and easier for citizens to deal with the Council.

Section 1 - Priority Outcomes (self-assessment)

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

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R1 Parents/guardians to apply online for school places for children for the 2007 school year. The admissions process starts about a year before the beginning of the school year, e.g. September 2006 for 2007 entry.	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
	Comment: The 'Education and Learning' section of the Council's website http://www.charnwood.gov.uk/16/62.html contains homepage links to local schools and community colleges. Deep linking to the admissions process will be undertaken in partnership with other Leicestershire local authorities and schools.			
R2 Online access to information about educational support services that seek to raise the educational attainment of Looked After Children.	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
	Comment: The 'Education and Learning' section http://www.charnwood.gov.uk/16/62.html contains links to the County Council's education section. Further information on education support services will be developed in partnership with the County Council and Social Services.			
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	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
	Comment: Seen as an enhancement to R1, deep linking to the admissions portal will be undertaken in partnership with Leicestershire other local authorities and schools.			
If already 'green' on R1, R2 & G1 above please comment on E1 Agreed baseline and targets for take-up of online schools admissions service and educational attainment of Looked After Children. Otherwise you may leave this row blank.	Comment:			
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 01/11/2004	Green 01/11/2004	Green 01/11/2004	Green 01/11/2004
	Comment: http://www.charnwood.gov.uk/74.html maintains the current A-Z listings of all Council services and a unified 'all Leicestershire' A-Z listing.			
R4 Local authority and youth justice agencies to co-ordinate the secure online sending, sharing of and access to information in support of crime reduction initiatives in partnership with the local community.	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
	Comment: Community Safety issues are scrutinised by the Community Safety Partnership, which includes youth issues http://www.charnwood.gov.uk/22/173.html . Deep linking with youth agencies needs to be developed to enable effective information sharing.			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
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 31/03/2004	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
Comment: The 'Community portals' product has been developed as part of the Leicester-Shire e-Government Partnership and the Leicestershire Rural Partnership http://www.leicestershirecommunity.com . The product allows the creation and maintenance of online information by local community groups, organisations and clubs. The Council's website has also been developed using the product (www.charnwood.gov.uk)				
If already 'green' on R3, R4 & G2 above please comment on E2 Agreed baseline and targets for customer satisfaction and efficiency savings between the supplying organisations on shared community information initiatives. Otherwise you may leave this row blank.	Comment:			
R5 Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily.	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
Comment: Online reports, minutes and agenda are updated daily and are available at http://www.charnwood.gov.uk/democracy/committeepapers.html				
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.	Red 31/05/2005	Amber 30/09/2005	Green 31/12/2005	Green 31/12/2005
Comment: Councillor information (which includes contact and consultation information) developed as part of the Council & Democracy section http://www.charnwood.gov.uk/democracy/home.html . Phase 3 of web development will enable Councillors to update their own content.				
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.	Amber 31/03/2004	Amber 31/03/2004	Green 31/12/2005	Green 31/12/2005
Comment: e-Consultation is currently being undertaken in areas such as the Local Development Framework. The SMS messaging service was piloted under a 'Text your leader' banner to coincide with Local Democracy week in 2004. A generic e-mail and SMS text alert facility is available at the Council's website http://www.charnwood.gov.uk/7374.html				
G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).	Red 31/05/2005	Red 31/05/2005	Amber 31/10/2005	Green 31/03/2006
Comment: The outcome will be satisfied as part of phase 3 of the web development programme.				
If already 'green' on R5, R6, G3 & G4 above please comment on E3 Agreed baseline and targets for e-participation activities, including targets for citizen satisfaction. Otherwise you may leave this row blank.	Comment:			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
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).	Red 31/03/2004	Amber 31/08/2005	Green 31/12/2005	Green 31/12/2005
Comment: 'Report a problem' can be undertaken at http://www.charnwood.gov.uk/reportaproblem.html . Phase 3 of web development will enable the procurement and tracking of environmental services (including cleansing services)				
R8 Online receipt and processing of planning and building control applications.	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
Comment: End to end automation for Planning applications satisfied through the use of MVM and the Planning Portal see http://www.charnwood.gov.uk/environment/developmentcontrol1.html . On-line facility for building control applications to be developed using the 'Submit a Plan' software. In July/August 2005, the service will undergo an independent assessment of e-Planning capabilities as measured against the Planning and Regulatory Services Online 28 point standard.				
G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.	Amber 01/02/2005	Amber 01/02/2005	Green 31/10/2005	Green 31/10/2005
Comment: Public access to iMap (map-based Internet version of the Council's GIS system) to be completed as part of Phase 3 for web development. The use of 'iMAP' will facilitate improved delivery of services through the Council's website.				
G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes.	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
Comment: Deep links with Leicestershire County Council will be investigated to satisfy the requirement				
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 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
Comment: Scope to develop the Environmental Health system to ensure integration of all functions and effective support of business processes (including future requirements such as remote working). Use of the PARSOL national project (stream 4: Regulation and Licensing)				
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:			
R9 Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
Comment: Replacement of the purchase order system undertaken as part of the replacement of the Financial Management System. By the end of December, the outcome will enable orders to be generated electronically, goods receipt and invoices to be accepted electronically and make electronic payments.				

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
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 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
	Comment: The Council participated as a secondary reference site for Leicestershire, working in conjunction with Rutland Online until the end of March 2005 in developing the authority's implementation plan for the Single Business Account (SBA). As a result the Council is developing a Business portal to support SBA interactions as well as Business to Business interactions.			
G9 Regional co-operation on e-procurement between local councils.	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
	Comment: i) Supplier adoption – joint East of England Marketplace - under investigation ii) Ongoing involvement with CoPE (Centre Of Procurement Excellence) for strategic issues iii) and ongoing commitment and contribution into the recently formed LALAPO (Leicestershire Association of Local Authority Procurement Officers)			
If already 'green' on R9, G8 & G9 above please comment on E5 Access to virtual e-procurement 'marketplace';	Comment:			
E6 Inclusion of Small and Medium Enterprises (SMEs) in e-procurement programme, in order to promote the advantages of e-procurement to local suppliers and retain economic development benefits within local community;	Comment:			
E7 Agreed targets (please specify) for efficiency savings by December 2005, including the % of undisputed invoices paid in 30 days (BVPI 8). Otherwise you may leave these rows blank.	Comment:			
R10 Online facilities to be available to allow payments to the council in ways that engender public trust and confidence in local government electronic payment solutions (e.g. email receipting/proof of payment, supply of automatic transaction ID numbers).	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
	Comment: Online payment facilities include: Council tax, Rents, Business rates, Council Mortgages, Debtor invoices, Parking charges, and Housing Benefit Overpayment. http://www.charnwood.gov.uk/75.html . Improved solution to be implemented to extend to support telephone payments.			
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 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
	Comment: The implementation of the Academy Internet module will satisfy this requirement.			
G10 Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
	Comment: The Council will work towards achieving efficiency savings and improved collection rates, which will depend on the demand or take-up of e-payments. The Business case for e-payments will also identify specific efficiency savings as a result of implementation.			
G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
	Comment: This facility will be available and is currently included within the Academy Module.			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
If already 'green' on R10, R11, G10 & G11 above please comment on E8 Provision of facilities for making credit or debit card payments via SMS text message for parking fines (mobile phone).	Comment:			
E9 Adoption of smart cards as standard for stored payments (e.g. replacing swipe cards).	Comment:			
E10 Agreed baseline and targets for reductions in unit costs of payment transactions. Otherwise you may leave these rows blank.	Comment:			
R12 Online renewal and reservations of library books and catalogue search facilities.	Amber 31/03/2004	Amber 31/03/2004	Green 31/12/2005	Green 31/12/2005
	Comment: The Libraries section http://www.charnwood.gov.uk/20/8083.html contains information and links to the County Council's Library service home page, which allows users/members to renew, reserve and search through the Library catalogue.			
R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations.	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
	Comment: Online transactional bookings for sports and leisure facilities have been included for phase 3 of the web development programme and will be operational by the 2005 deadline.			
G12 Integrated ICT infrastructure and support to ensure the consistent delivery of services across all access channels (e.g. web, telephone, face to face) based on e-enabled back offices and smart card interfaces for council library, sports and leisure services.	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
	Comment: By the end of March 2006, the online transactional booking facilities will be accessed by the web, the Contact Centre and the Customer Service Centre (one stop shop)			
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:			
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 31/03/2004	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
	Comment: The transport section of the website http://www.charnwood.gov.uk/23/181.html contains public transport and travel information including links to 'live' systems for journey planning.			
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.	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
	Comment: Future consultations on traffic management issues will be undertaken using the on-line consultation software tools.			
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.	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
	Comment: Parking contravention forms will be developed using the corporate e-form solution.			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G14 GIS-based presentation of information on roadworks in the local area, including contact details and updated daily.	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
	Comment: The empress product (www.empress.gov.uk) developed by East Midlands Regional eGovernment Partnership provides daily updated information and contact details on local and regional roadworks The product also recently received an "Excellence in Information Management" award from the National County Surveyors' Society.			
If already 'green' on R14, R15, G13 & G14 above please comment on E12 Agreed baseline and targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank.	Comment:			
R16 E-enabled "one stop" resolution of Housing & Council Tax Benefit enquiries via telephone, contact centres, or via one stop shops using workflow tools and CRM software to provide information at all appropriate locations and enable electronic working from front to back office.	Amber 31/03/2004	Amber 31/03/2004	Green 31/12/2005	Green 31/12/2005
	Comment: A direct dial telephone to allow one stop shop resolution of Benefit enquiries is in place. Rollout programme for the Contact Centre and the Customer Service Centre will support Benefits enquiries using CRM software.			
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.	Amber 01/10/2004	Amber 01/10/2004	Green 31/12/2005	Green 31/12/2005
	Comment: Benefits calculator is in place http://www.charnwood.gov.uk/static/wbc/wbc.htm . Academy E-citizen module will include the online form, linked to the benefits calculator.			
G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens homes.	Red 31/03/2004	Red 31/03/2004	Amber 31/12/2005	Green 31/03/2006
	Comment: The implementation of the Academy Streetwise module will allow this requirement to be met in full.			
If already 'green' on R16, R17 & G15 above please comment on E13 Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals.	Comment:			
E14 Pre-qualification of Council Tax and Housing Benefit claimants for other eligible entitlements (e.g. school uniform grants, free school meals), including pre-filling of relevant claim forms. Otherwise you may leave these rows blank.	Comment:			
R18 Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.	Amber 31/03/2004	Amber 31/03/2004	Green 31/12/2005	Green 31/12/2005
	Comment: The web site provides direct information about the Council's housing related care services and links to Social Services information, the Infolinx online community directory which includes care and support group information, NHS services, and links to CareOnLine (an interactive web based portal based on local care services, developed through the Leicestershire e-Government Partnership) http://www.charnwood.gov.uk/19/158.html			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R19 Remote web access or mediated access via telephone (including outside of standard working hours availability) for authorised officers to information about individual 'care packages', including payments, requests for service and review dates.	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
Comment: Partnership links will be developed with Social services to ensure access to mediated care services				
G16 Systems to support joined-up working on children at risk across multiple agencies.	Red 31/03/2004	Red 31/03/2004	Amber 31/12/2005	Green 31/03/2006
Comment: Partnership links will be developed with Social services to ensure joined-up working issues concerning children at risk.				
G17 Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.	Red 31/03/2004	Red 31/03/2004	Amber 31/12/2005	Green 31/03/2006
Comment: Partnership links will be developed with Social services to evaluate the needs of vulnerable people.				
If already 'green' on R18, R19, G16 & G17 above please comment on E15 Agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVPI 57). Otherwise you may leave this row blank.	Comment:			
R20 Email and Internet access provided for all Members and staff that establish a need for it.	Green 01/06/1997	Green 01/06/1997	Green 01/06/1997	Green 01/06/1997
Comment: All members and staff have access to email and the Internet where needed. Provision to be extended for the Members Room and remote working.				
R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff.	Amber 31/03/2004	Amber 31/03/2004	Green 31/12/2005	Green 31/12/2005
Comment: The code of conduct policy is in place for the use of remote IT equipment. Home working policies are covered in the Performance through People Strategy see http://www.charnwood.gov.uk/uploads/10825622771398.pdf . Documentation will be finalised once home/remote working is rolled-out to all staff.				
R22 Access to home/remote working facilities to all council members and staff that satisfy the requirements set by the Council's published home/remote working policy.	Amber 31/03/2004	Amber 31/03/2004	Green 31/12/2005	Green 31/12/2005
Comment: Documented home working policies are being developed - see 'The Performance through People Strategy' http://www.charnwood.gov.uk/uploads/10825622771398.pdf . Remote/flexible working is currently piloted within Environmental Services.				
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	Green 31/03/2004	Green 31/03/2004
Comment: Human Resources and ICT facilitate external training, based on user needs. Training for ECDL is resourced. Greater emphasis in future will be placed on computer based training and the use of the Intranet (e.g. 'The Academy' training programme)				

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<p>If already 'green' on R20, R21, R22 & G18 above please comment on</p> <p>E16 Agreed targets for baseline and efficiency savings arising from the introduction of new ways of working.</p> <p>Otherwise you may leave this row blank.</p>	Comment:			
<p>R23 Self-service or mediated access to all council services outside standard working hours via the Internet or telephone contact centres (i.e. available for extended hours outside of 9am-5pm Monday to Friday).</p>	Amber 31/03/2004	Amber 31/03/2004	Green 31/12/2005	Green 31/12/2005
	Comment: In addition to the Website, the new Contact Centre opening hours include; Monday – Friday 8.00am – 8.00pm Saturday 8.00am – 1.00pm Extended opening hours for the Customer Services Centre will be investigated as part of the phase II development programme.			
<p>R24 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.</p>	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
	Comment: The Council's web site is developed by the open source community portals product which has been devolved within the authority to enable effective content creation and website management - see www.chanrwood.gov.uk or http://www.leicestershirecommunity.com/			
<p>G19 Adoption of ISO 15489 methodology for Electronic Document Records Management (ERDM) and identification of areas where current records management policies, procedures and systems need improvement to meet the requirements of Freedom of Information (FOI) and Data Protection legislation (see www.pro.gov.uk/about/foi/map-local.rtf).</p>	Red 31/03/2004	Red 31/03/2004	Amber 31/10/2005	Green 31/03/2006
	Comment: Research will be undertaken into the adoption of the standard for records management and identification of where current records, policies and systems need to improve to meet FOI requirements.			
<p>G20 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI).</p>	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
	Comment: The current website adheres to the W3C Web Accessibility Initiative with the target of level AA conformance by December 2005. The Council is regularly in the top 50 (top quartile) of 480 Council sites under the system usage testing process.			
<p>G21 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk).</p>	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
	Comment: All current developments are monitored against the e-Gif and e-GMS standard to ensure full compatibility and availability, of information from local sources			
<p>If already 'green' on R23, R24, G19, G20 & G21 above please comment on</p> <p>E17 Agreed baseline and targets for efficiency savings based around improved accessibility of services and information.</p> <p>Otherwise you may leave this row blank.</p>	Comment:			
<p>R25 Online publication of Internet service standards, including past performance and commitments on service availability.</p>	Amber 31/03/2004	Amber 31/03/2004	Green 31/12/2005	Green 31/12/2005
	Comment: New web site launched in March 2004 – service standards will be addressed as part of the rolling development plan for the site.			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
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 31/03/2004	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
Comment: The new web site provides a full range of usage statistics including page impressions and unique users. These are subject to regular review and monitoring. We also benefit from external monthly testing through Public Sector Forums as previously described (G20).				
G22 Establishment of internal targets and measures for customer take-up of e-enabled access channels.	Amber 31/03/2004	Amber 31/03/2004	Green 31/12/2005	Green 31/12/2005
Comment: Customer service standards are under development. Take-up and targets to be defined for each e-access channel.				
G23 Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk).	Amber 31/03/2004	Amber 31/03/2004	Green 31/12/2005	Green 31/12/2005
Comment: New website is based on the LAWS Local Government Category List. On-going compliance against eGIF and eGMS is also undertaken as part of the web development programme. Good practice usability design principles will be examined as part of phase 3 of web development which will include a major upgrade of the CMS system and the navigation of the site.				
If already 'green' on R25, R26, G22 & G23 above please comment on E18 Agreed baseline and take-up targets for migration of local authority business to e-access channels (e.g. web, telephone contact centres, Interactive Digital TV, mobile telephone) by 2005/06, including efficiency savings. Otherwise you may leave this row blank.	Comment:			
R27 Systems in place to ensure effective and consistent customer relationship management across access channels and to provide a 'first time fix' for citizen and business enquiries, i.e. using a common database, which holds customers records, to deliver services across different channels, and enabling joined-up and automated service delivery.	Amber 31/03/2004	Amber 31/03/2004	Green 31/12/2005	Green 31/12/2005
Comment: The CRM system is in place at the Contact Centre and the Customer Services Centre. Phase 3 of the web development plan will also deploy the CRM software to ensure consistency across the various access channels.				
R28 All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.	Amber 31/03/2004	Amber 31/03/2004	Green 31/12/2005	Green 31/12/2005
Comment: Use of the corporate e-forms solution to ensure; all service requests will be acknowledged by email containing a unique identifier and the ability to track service requests and enquiries.				
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.	Amber 31/03/2004	Amber 31/03/2004	Green 31/12/2005	Green 31/12/2005
Comment: Monitoring arrangements and policies will be developed to ensure the one working day target is met.				
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.	Amber 31/03/2004	Amber 31/03/2004	Amber 31/03/2004	Green 31/03/2006
Comment: Established integration from the Council's CRM system to Back office Housing systems. Timescales to be determined as part of the Contact Centre and the Customer Service Centre rollout.				

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<p>G25 Facilities to support the single notification of a change of address, i.e. a citizen should only have to tell the council they have moved on one occasion and the council should then be able to update all records relating to that person to include the new address.</p>	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
<p>If already 'green' on R27, R28, R29, G24 & G25 above please comment on</p> <p>E19 Agreed baseline and improvement targets for the percentage of public enquiries about council services resolved at first point of contact and efficiency savings resulting from investment in customer relationship management and workflow technology.</p> <p>Otherwise you may leave this row blank.</p>	<p>Comment: Research is currently being undertaken to deal with single notification issues such as change of address, which will be supported by the web, Contact Centre and the Customer Service Centre. Middleware and data matching products need to be evaluated to ensure effective contribution towards single notification requests.</p> <p>Comment:</p>			

Section 2 - Change Management (self-assessment)

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

Change Management Area	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> Appointment of people to the following key local e-government functions in your Council (see http://www.idea-knowledge.gov.uk/idk/aio//206757): 				
i) Member & officer e-champions	Green 01/10/2001	Green 01/10/2001	Green 01/10/2001	Green 01/10/2001
	Comment: Officer and member e-champions appointed in 2000/2001. Member e-Champion: Cllr. Max Hunt (Council Leader) max.hunt@charnwood.gov.uk Officer e-Champion: Geoff Parker (Deputy Chief Executive) geoff.parker@charnwood.gov.uk			
ii) e-government programme manager	Green 01/11/2003	Green 01/11/2003	Green 01/11/2003	Green 01/11/2003
	Comment: E-Government Programme Manager appointed in November 2003 Contact: Aymen Khan (e-Government Programme Manager) aymen.khan@charnwood.gov.uk			
iii) customer services management	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
	Comment: The Contact Centre, Customer Service Centre and responsibility for the website has been reorganised under a 'Partnerships and Customer Services' Directorate, following the Senior Management restructure which came into effect on 1st July. Contact: Steve Phipps (Partnerships and Customer Services Director) steve.phipps@charnwood.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 	Amber 31/03/2004	Amber 31/03/2004	Amber 31/03/2004	Green 31/03/2006
	Comment: Corporate development of training and standards in project management and risk management. The principles and values of which are applied to all e-Government projects. The Council has also obtained SPRINT accreditation as an associate partner for the utilisation of the BPR Methodology. Future competency development will be undertaken in line with national guidance from the ODPM, IDeA, and SOCITM.			
<ul style="list-style-type: none"> Establishment of an e-delivery programme board 	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
	Comment: Special e-Government Senior Management Team (SMT) meetings take place on a monthly basis to discuss the progress and issues relating to the e-Government agenda. Programme/Project Management board have also been established for key e-delivery of corporate 'Balance Scorecard' projects.			

Change Management Area	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> Use of formalised programme & project management methodologies (e.g. PRINCE2) to support e-delivery programme 	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
<p>Comment:All e-Government projects, including the e-Government Programme adheres to the principles/framework of PRINCE2 and the Council's project management framework.</p>				
<ul style="list-style-type: none"> Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures 	Green 01/10/2004	Green 01/10/2004	Green 01/10/2004	Green 01/10/2004
<p>Comment:Strategic Risk Register is the Council's adopted risk management policy which is regularly reviewed and updated. Key e-Government risks, based around the e-Government target and take-up are included within the Strategic Risk Register and the e-Government Routemap and Strategy. Service specific risks are also identified as part of the Council's service planning process.</p>				
<ul style="list-style-type: none"> Use of customer consultation/research to inform development of corporate e-government strategy 	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
<p>Comment:Internal consultation was undertaken for the production of the e-Government Strategy and Routemap. The Citizen Panel is consulted on public preferences for interacting with the Council's services. Customer satisfaction assessments are used periodically to identify service improvement areas including the introduction of new technologies.</p>				
<ul style="list-style-type: none"> Establishment of policy for addressing social inclusion within corporate e-government strategy 	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
<p>Comment:e-Government social inclusion requirements need to be identified and addressed in conjunction with the Corporate Plan, Customer Services Strategy and the Equalities plan.</p>				
<ul style="list-style-type: none"> Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act) 	Green 01/01/2005	Green 01/01/2005	Green 01/01/2005	Green 01/01/2005
<p>Comment:The Performance and Audit unit, within the Assistant Chief Executive section Risk Management has responsibility for FOI since 01/01/2005. to be in place for 01/01/2005, to meet legislative requirements</p>				
<ul style="list-style-type: none"> Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework (see http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf & http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf) and designation of an Information Sharing Officer 	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
<p>Comment:Incorporation of framework with e-Government projects and the production of an action-plan to support the Public Services Trust Charter needs to be developed.</p>				
<ul style="list-style-type: none"> Establishment of partnerships for the joint (aggregated) procurement of broadband services 	Red 31/03/2005	Red 31/03/2005	Amber 31/12/2005	Green 31/03/2006
<p>Comment:The Council are monitoring developments in respect of joint procurement of broadband services.</p>				

Change Management Area	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> Engagement with intermediaries re addressing issues of take up and efficiency in the delivery of e-government services (e.g. Citizens Advice Bureaux) and including intermediaries component of Government Connect (see http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf & http://www.govconnect.gov.uk/ccm/portal) 	Red 01/11/2004	Red 01/11/2004	Amber 31/12/2005	Green 31/03/2006
Comment: Discussions with the CAB has identified initial areas for partnership working, which include; Council Tax and Housing Benefit (dependant on the National e-Benefits project), Homelessness, Grants, general enquiries about Council services and opportunities for information sharing e.g. awareness of location of relevant information				
<ul style="list-style-type: none"> Compliance with BS 7799 on information security management 	Amber 01/06/2004	Amber 01/06/2004	Green 31/12/2005	Green 31/12/2005
Comment: Working in progress with the external supplier (ISM) to acheive BS 7799 compliance. Currently producing procedures from controls identified within Risk assessment				
<ul style="list-style-type: none"> Implementation of Benefits Realisation Plan for delivery of local e-government programme strategic objectives 	Red 31/03/2005	Red 31/03/2005	Amber 31/12/2005	Green 31/03/2006
Comment: To be achieved as part of the Council's Corporate Improvement Plan and Service Review Process over the next 3 years as well as the submitted Annual Efficiency Statement.				
<ul style="list-style-type: none"> Completion of mapping of Local Government Services List transactions against approved security levels (0-3) (see http://www.esd.org.uk/standards/lgs/lgs.doc & http://www.authentication.org.uk/levels.asp & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc) 	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
Comment: Identification of authentication levels against the LGSL will be undertaken in guidance with the ESD toolkit and associated National projects.				
<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) 	Red 31/03/2005	Red 31/03/2005	Amber 31/12/2005	Green 31/03/2006
Comment: Use of BS 7799 framework to develop standards of incorporating security risk requirements at early stage of system developments				
<ul style="list-style-type: none"> Compliance with an independent trust scheme approval process designed to provide assurance for individuals and companies using or relying upon e-business transactions (see www.tscheme.org) and which will work with Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) 	Red 31/03/2005	Red 31/03/2005	Amber 31/12/2005	Green 31/03/2006
Comment: Electronic payments (improved solution to support telephone payments) to be undertaken on a managed service basis by Capita. Customer authentication where applicable will be acheived using Government Connect by March 2006				
<ul style="list-style-type: none"> Use of Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) to support: <ul style="list-style-type: none"> i) personalisation & registration for services categorised at security levels '0' and '1' through the citizen account ii) adoption of Unique IDentifiers (UIDs) and associated standards, as designated in Government Connect iii) the bereavement journey & closing of accounts (see http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp) 	Red 01/06/2005	Amber 30/09/2005	Amber 30/09/2005	Green 31/03/2006
Comment: Project management, approach and implementation plan to be developed. Awaiting outcomes from the Government Connect programme. Charnwood BC has committed to Government Connect.				
Comment: See (i)				
Comment: See (i)				

Change Management Area	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
iv) citizen & business authentication for services for services categorised at security levels 0-3	Red 01/06/2005	Amber 30/09/2005	Amber 30/09/2005	Green 31/03/2006
Comment: See (i)				
v) registration & authentication of employees for internal and cross-agency services	Red 01/06/2005	Red 01/06/2005	Amber 30/12/2005	Green 31/03/2006
Comment: See (i)				
vi) corporate approach to collection of e-payments	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
Comment: Electronic payments (improved solution to support telephone payments) to be undertaken on a managed service basis by Capita. Charnwood BC has committed to Government Connect and will review developments.				
vii) cross agency secure transactions (Government to Government)	Red 01/06/2005	Amber 30/09/2005	Amber 30/09/2005	Green 31/03/2006
Comment: See (i)				
viii) account structures for citizens, businesses, property, voluntary & community bodies, schools and parishes	Red 01/06/2005	Amber 30/09/2005	Amber 30/09/2005	Green 31/03/2006
Comment: Preliminary work undertaken as a secondary reference site with the Working with Business National project and Rutland Online. The Council is leading with the development of Business (My Business) and Citizen (My Charnwood) accounts. All account structures will be developed in guidance with Government Connect and where applicable with the Leicester-Shire e-Government Group (which comprises of the City, County and District Councils).				
ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local Area Agreements (where in place)	Red 01/06/2005	Amber 30/09/2005	Amber 30/09/2005	Green 31/03/2006
Comment: Analysis has not commenced in this area. Charnwood BC has committed to Government Connect and will monitor progress.				
x) GC Register (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Red 01/06/2005	Amber 30/09/2005	Amber 30/09/2005	Green 31/03/2006
Comment: Charnwood BC has committed to Government Connect. Now awaiting outcomes from the Government Connect programme.				
xi) GC Exchange (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Red 01/06/2005	Amber 30/09/2005	Amber 30/09/2005	Green 31/03/2006
Comment: LGOL-Net infrastructure in place as a result of ODPM investment, managed by the Leicester-Shire e-Government Group. Future developments will be led by the Government Connect programme.				

Change Management Area	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) back office connection in place (Department Interface Server) 	Amber 01/06/2005	Amber 01/06/2005	Green 31/12/2005	Green 31/12/2005
<p>Comment:The City, County and District councils comprising the Leicester-Shire e-Government Group are committed to working in partnership. As a partnership, we have already invested in LGOL-Net to begin exchanging data between our information systems. We are making further investments in DIS servers to use Government Connect, initially for e-payments and authentication. Charnwood is at the stage of determining the business case and approach and will share this investment in future as part of the Leicester-Shire e-Government Group. Melton and Harborough councils are currently implementing links to Government Connect. Leicester City Council is currently procuring a solution to link to Government Connect.</p>				
<ul style="list-style-type: none"> Connection to Directgov (see http://www.direct.gov.uk) from corporate website and partnership portal(s) 	Green 01/01/2005	Green 01/01/2005	Green 01/01/2005	Green 01/01/2005
<p>Comment:Home page links to Directgov to be developed from the Council's homepage www.charnwood.gov.uk</p>				
<ul style="list-style-type: none"> Compliance with Freedom of Information Act 2000, including responding to requests for information from individuals within a reasonable time period (see http://www.lcd.gov.uk/foi/foidpunit.htm & http://www.pro.gov.uk/recordsmanagement/access/default.htm) 	Green 01/01/2005	Green 01/01/2005	Green 01/01/2005	Green 01/01/2005
<p>Comment:Responsibility for FOI in place from 01/01/2005, to meet legislative requirements. Data and records management processes are also in place to meet FOI requirements</p>				
<ul style="list-style-type: none"> Regularly-maintained link from Local Land & Property Gazetteer (LLPG) to National Land & Property Gazetteer (NLPG) (see http://www.nlpg.org.uk) 	Green 01/05/2004	Green 01/05/2004	Green 01/05/2004	Green 01/05/2004
<p>Comment:The current status of LLPG in Charnwood is Level 1, linked to and submitting regular weekly updates to NLPG. The Council is also working towards achieving 100% rollout of NLPG and options for automating the process electronically.</p>				
<ul style="list-style-type: none"> Connection to National Land Information Service (NLIS) at Level 3 (see http://www.nlis.org.uk) 	Green 01/08/2004	Green 01/08/2004	Green 01/08/2004	Green 01/08/2004
<p>Comment:Charnwood has been operating a fully electronic Land Charge Service since 2003 and achieved connection to NLIS level 3 earlier this year.</p>				
<ul style="list-style-type: none"> Introduction and maintenance of an online service directory for Children's services for professionals working with children & young people, and allowing public access where possible (for further information see http://www.dfes.gov.uk/isa) 	Red 20/12/2004	Red 20/12/2004	Amber 31/12/2005	Green 31/03/2006
<p>Comment:The online directory service will be developed in partnership with the Department for Skills and Education.</p>				

Section 3 - BVPI 157

Councils are asked to complete the following table using the definition of Best Value Performance Indicator (BVPI) 157 for Electronic Service Delivery (Corporate). You are required to validate your local list of interactions against Version 2.01 of the Local Government Services List (LGSL) developed by local authority members of the esd-toolkit (www.esd-toolkit.org). All totals and percentages shown should be cumulative.

BVPI 157 Interaction Type	Forecast average IEG3 % e-enabled position in 2004/05 (i.e. at 31 March 2005)	Actual				Forecast
		01/02	02/03	03/04	04/05	05/06
Providing information: ● Total types of interaction e-enabled ● % e-enabled	94 %	● 0 ● 0.00 %	● 70 ● 37.84 %	● 182 ● 98.38 %	● 185 ● 100.00 %	● 185 ● 100.00 %
Collecting revenue: ● Total types of interaction e-enabled ● % e-enabled	87 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 7 ● 100.00 %	● 7 ● 100.00 %	● 7 ● 100.00 %
Providing benefits & grants: ● Total types of interaction e-enabled ● % e-enabled	78 %	● 0 ● 0.00 %	● 4 ● 100.00 %	● 4 ● 100.00 %	● 4 ● 100.00 %	● 4 ● 100.00 %
Consultation: ● Total types of interaction e-enabled ● % e-enabled	86 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 5 ● 20.83 %	● 10 ● 41.67 %	● 24 ● 100.00 %
Regulation (such as issuing licenses): ● Total types of interaction e-enabled ● % e-enabled	76 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 35 ● 100.00 %
Applications for services: ● Total types of interaction e-enabled ● % e-enabled	83 %	● 0 ● 0.00 %	● 12 ● 8.89 %	● 63 ● 46.67 %	● 78 ● 57.78 %	● 135 ● 100.00 %
Booking venues, resources & courses: ● Total types of interaction e-enabled ● % e-enabled	78 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 1 ● 16.67 %	● 6 ● 100.00 %
Paying for goods & services: ● Total types of interaction e-enabled ● % e-enabled	80 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 3 ● 14.29 %	● 5 ● 23.81 %	● 21 ● 100.00 %
Providing access to community, professional or business networks: ● Total types of interaction e-enabled ● % e-enabled	82 %	● 0 ● 0.00 %	● 6 ● 54.55 %	● 11 ● 100.00 %	● 11 ● 100.00 %	● 11 ● 100.00 %
Procurement: ● Total types of interaction e-enabled ● % e-enabled	73 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 8 ● 100.00 %
Total: ● Total types of interaction e-enabled ● % e-enabled	86 %	● 0 ● 0.00 %	● 92 ● 21.10 %	● 275 ● 63.07 %	● 301 ● 69.04 %	● 436 ● 100.00 %

Section 4 - Access Channel Take-Up

In order to demonstrate public take-up of the main e-access channels that you are investing in, you are asked to complete the table below detailing actual and forecast figures for numbers of e-enabled payment transactions and change of address notifications. 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)	1,100,000	4,000,000	6,000,000	7,000,000	8,000,000
• Unique users, i.e. separate individuals visiting website (annual)	25,000	50,000	80,000	90,000	100,000
• Number of e-enabled payment transactions accepted via website	0	614	1,000	1,500	2,000
• Number of change of address notifications accepted via website	0	0	0	1,000	1,000
	Comment: Anticipated growth in use of the web site by the introduction of transactional and personalisation services. Online address notification forms will be developed as part of corporate e-forms project within phase 3 of the web development programme.				
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	11,000	20,000	25,000	30,000	35,000
• Number of change of address notifications accepted via telephone	1,000	2,000	3,000	4,000	4,000
	Comment: Future telephone payments and address notifications will be incorporated within the Corporate Contact Centre				
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	8,000	9,000	11,000	12,000	13,000
• Number of change of address notifications accepted via personal contact	9,000	9,000	9,000	8,000	8,000
	Comment: Future telephone payments and address notifications will be incorporated within the Customer Service Centre				
Other Electronic Media <i>(e.g. BACS, text messaging)</i>					

E-enablement & Main E-Access Channel Take-Up	Actual		Forecast		
	03/04	04/05	05/06	06/07	07/08
• Number of e-enabled payment transactions accepted via BACS	370,459	393,200	397,100	398,400	403,500
• Number of e-enabled payment transactions accepted via text message or other electronic form	0	0	0	0	0
• Number of change of address notifications accepted via other electronic media	0	0	0	0	0
	Comment: Figures for other electronic media covers direct debits for Council Tax, NNDR and Rents. No facilities are currently in place for for text message payments or address notifications. Scope for developing an improved approach for BACS take-up.				
Non Electronic <i>(e.g. cash office, post)</i>					
• Number of payments accepted by cheque or other non-electronic form	169,000	149,000	138,000	132,000	130,000
• Number of change of address notifications accepted via non-electronic form	9,000	9,000	8,000	7,000	7,000
	Comment: Estimate take up of electronic services will form the basis of reducing returns/volumes of non-electronic use on payments and address notifications.				

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	0	0	0
	Comment:				
• your council's nominal pro rata share of ODPM Local e-Government Partnership Programme capital grant allocated in your area	127,000	0	0	0	0
	Comment: The Council is an involved member of both the Leicester-Shire E-Government Partnership and the Better Access to Better Services Initiative (BABS). In support delivering ODPM's Priority services, the e-Government partnership is considering developing the following initiatives; e-Forms, Authentication and web services (integration of A to Z services).				
• 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	1,353,000	589,000	1,067,000	750,000	750,000
	Comment: Initiatives include; Contact Centre rollout, Housing management system replacement, Partnership working, e-Procurement, Document management, Flexible working, Planning and Building Control services online, FOI and Records management. Figures for 2006/07 and 2007/08 are best estimates. They projects they represent are subject to evaluation and approval of business cases				
• other resources (e.g. training) (please specify)	0	0	0	0	0
	Comment:				
• 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	0	0	0	0	0
	Comment:				
TOTAL	1,880,000	939,000	1,217,000	750,000	750,000

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	Expected 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	5,000	0	10,000	0	13,000	0
	Comment: Estimated savings on staff time, printing, postage and advertising expenditure							
• e-payments	0	0	0	0	0	0	0	0
	Comment: Information still being collated. Savings to be identified as part of the business case							
• corporate services efficiencies not covered above	0	0	0	0	0	0	0	0
	Comment:							
e-Procurement, of which:								
• Service specific	0	0	50,000	50,000	50,000	50,000	50,000	50,000
	Comment: To be achieved through reductions in price and aggregating contracts in line with the Procurement Plan.							
• Cross-cutting e-procurement efficiencies not covered above	0	0	5,000	5,000	10,000	10,000	10,000	10,000
	Comment: Process savings will be accrued with the purchase of the new Financial Management System in 2005/06 plus subsequent years as contracts come up for renewal.							
Productive time, of which:								
• Service specific	43,033	0	10,000	10,000	15,000	15,000	15,000	15,000
	Comment: 04/05 annual gain achieved from the efficiencies in processing Planning applications using Planning Portal and the back office MVM system. Future savings to be identified as part of the Business case or Project Initiation Document for individual e-Government projects							

	Backward Look (£)		Forward Look (£)					
	04/05		05/06		06/07		07/08	
Efficiency Gains	Annual gain	...of which cashable	Expected 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	5,600	600	17,000	17,000	24,000	24,000
	Comment: 05/06 efficiency gains resulting from the increased usage of the Housing (rents) direct debit scheme. Future savings to be identified as part of the Business case or Project Initiation Document for individual e-Government projects. For 06/07 and 07/08 these include efficiencies identified from the Council Financial Management System and the Payroll system.							
Miscellaneous efficiencies not covered above	0	0	0	0	0	0	0	0
	Comment:							
TOTAL EFFICIENCY GAINS - GROSS	43,033	0	75,600	65,600	102,000	92,000	112,000	99,000
LESS e-government implementation expenditure	939,000		1,217,000		750,000		750,000	
	Comment:							
TOTAL EFFICIENCY GAINS - NET	-,895,967		-1,141,400		-,648,000		-,638,000	