



IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2005 (IEG5)

"Meeting the targets for e-government"

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Local Context

Charnwood Borough Council continues to have an effective e-government programme which is key to both becoming excellent (Leading in Leicestershire) and meeting the challenges of Gershon. The programme is supported by the locally adopted 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 <http://www.charnwood.gov.uk/uploads/e-governmentstrategyandroutemapv1.pdf>) and the Council's ICT Strategy (version 3 was approved by Cabinet in November 2005 – See <http://www.charnwood.gov.uk/uploads/1436202871939c700452185.pdf>).

Key achievements in relation to the provision of electronic services, include;

- An improved web presence (see www.charnwood.gov.uk) to incorporate transactional and personalisation facilities for citizens (see www.charnwood.gov.uk/mycharnwood.html). Since 2003 the number of visitors to the website has showed a consistent upward trend. To date (October 2005) 20,488 visitors were recorded.
- The rollout of the Customer Contact Centre to support front-line services, which currently supports all customer calls to Housing and Cleansing services. Over the past 12 months there has been a wide range of services that have benefited from electronic government. The Contact Centre has recently introduced telephone payments improving the customer experience and speeding up service delivery. In addition there has been a successful extension of services that now use the Customer Relationship Management (CRM) system which promotes a consistent service level offered to our customers, these are; Benefits, Housing Standards and Corporate Complaints. In October '05 the average weekly number of call for Housing was 1,100 and 800 on average for Cleansing.
- The provision of a Customer Service Centre which has been operational since July 2004. Physical improvements were completed in July 2005. Since then over 13,000 customers have met with our Advisors to discuss matters across a number of services including Planning, Housing, Council Tax, Benefits and Preferential Parking. An additional 7,000 customers have had their enquiries resolved at point of contact in the Main Reception. Four self-service internet terminals have also been introduced in the Reference Area to further promote public awareness and use of e-channels.

The 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.

On the status of the Priority Service Outcomes (PSO) for December '05, 22 requirements have been completed and 7 are in working progress. 14 out of 25 'Good' PSO have been completed before the end of March '06 deadline and the remaining 11 are in working progress for the end of March '06 deadline.

The Council will have achieved 93% by 31st December '05. 100% has been achieved on providing information, collecting revenue, providing benefits and grants, consultation, application for services and providing access to community, professional or business networks.

Progress is currently being made to reach 100% on Regulation (issuing licences electronically), online bookings (this is linked to the PSO in section 1), paying for goods and services and procurement. The authority will be 100% on BVPI 157 by the end of 2005/06 financial year.

On the post 2005 e-Government agenda, efficiency savings under section 6 show an estimated incremental year on year savings from e-recruitment, e-payments and e-procurement. On e-Government take-up, there is an established Charnwood Scorecard project that is developing the Council's approach to promoting e-services and information and improving the statistics and analysis used to gauge take up and target audiences.

The outcome of the e-Government programme to date has been to improve service delivery, take-up and efficiency, by using new technologies to give round the clock access 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

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<p>R1 Parents/guardians to apply online for school places for children for the 2007 school year. The admissions process starts about a year before the beginning of the school year, e.g. September 2006 for 2007 entry.</p>	Amber 01/03/2005	Amber 01/03/2005	Green 01/03/2006
<p>Comment: The 'Education & Learning' section of the Council's website http://www.charnwood.gov.uk/education/home.html contains homepage links to local schools and community colleges. Deep linking to the admissions process will be undertaken in partnership with Leicestershire County Council. The online admissions process is due for completion early next year.</p>			
<p>R2 Online access to information about educational support services that seek to raise the educational attainment of Looked After Children.</p>	Green 01/11/2005	Green 01/11/2005	Green 01/11/2005
<p>Comment: The 'Education & Learning' section of the Council's website http://www.charnwood.gov.uk/education/home.html contains links to the provision of County Council services on educational support.</p>			
<p>G1 Development of an Admissions Portal and / or e-enabled telephone contact centre to assist parents, carers and children in their choice of, and application to local schools</p>	Amber 31/03/2005	Amber 31/03/2005	Green 01/03/2006
<p>Comment: The requirement is seen as an enhancement to R1. Deep linking to schools admissions will become available for the 2007 school year.</p>			
<p>If already 'green' on R1, R2 & G1 above please comment on</p> <p>E1 Agreed baseline and targets for take-up of online schools admissions service and educational attainment of Looked After Children.</p> <p>Otherwise you may leave this row blank.</p>	<p>Comment:</p>		
<p>R3 One stop direct online access and deep linking to joined up A-Z information on all local authority services via website or shared telephone contact centre using the recognised taxonomy of the Local Government Category List (see www.laws-project.org.uk).</p>	Green 01/11/2004	Green 01/11/2004	Green 01/11/2004
<p>Comment: http://www.charnwood.gov.uk/leicestershireatoz.html maintains the current A-Z listings of all Council services and a unified 'All Leicestershire' A-Z listing</p>			
<p>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.</p>	Amber 31/03/2005	Amber 31/03/2005	Green 01/03/2006
<p>Comment: Community Safety issues are scrutinised by the Community Safety Partnership, which includes youth issues (http://www.charnwood.gov.uk/safety/charnwoodcommunitysafetypartners.html). Deep linking with youth agencies and identified partners needs to be developed to enable effective information sharing.</p>			
<p>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.</p>	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
<p>Comment: The 'Community portals' product has been developed as part of the Leicester-shire e-Government Partnership and the Leicestershire Rural Partnership 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)</p>			

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated 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>	Comment:		
<p>R5 Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily.</p>	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
	Comment: Online reports, minutes and agendas are updated daily and are available at http://www.charnwood.gov.uk/democracy/committeepapers.html		
<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>	Amber 30/09/2005	Green 31/12/2005	Green 31/12/2005
	Comment: Councillor information (which includes contact and consultation information) has been developed as part of the Council and democracy section. See - http://www.charnwood.gov.uk/democracy/councillors.html Facilities for Councillors to upload their own content relating to community leadership is being developed to satisfy the requirement		
<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>	Green 01/10/2005	Green 01/10/2005	Green 01/10/2005
	Comment: The link below covers details of past, current and future consultations and the principles, benefits and objective of undertaken consultation. http://www.charnwood.gov.uk/democracy/publicconsultations.html		
<p>G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).</p>	Amber 31/10/2005	Green 31/12/2005	Green 31/12/2005
	Comment: Multimedia resource to be developed as part of the web development programme		
<p>If already 'green' on R5, R6, G3 & G4 above please comment on</p> <p>E3 Agreed baseline and targets for e-participation activities, including targets for citizen satisfaction.</p> <p>Otherwise you may leave this row blank.</p>	Comment:		
<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>	Green 31/10/2005	Green 31/10/2005	Green 31/10/2005
	Comment: Waste management and street scene interactions are supported by the Contact Centre and the CRM system (including contractor access).		
<p>R8 Online receipt and processing of planning and building control applications.</p>	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 www.charnwood.gov.uk/environment/developmentcontrol1.html . Online facility for Building Control Applications, using the Submit-a-Plan software, will be in place by January 2006.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.	Green 31/10/2005	Green 31/10/2005	Green 31/10/2005
	Comment: Public access to the Council's GIS system is available through 'My Charnwood' – See http://www.charnwood.gov.uk/mycharnwood.html		
G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes.	Green 31/10/2005	Green 31/10/2005	Green 31/10/2005
	Comment: Limited input into the requirement as the authority does not have direct responsibility for business planning and enforcement issues related to trading standards.		
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	Green 31/03/2006
	Comment: Currently we are active participants on the Leicestershire Community Information Portal (www.lsora.org) – a shared source of statistics about Leicester and Leicestershire complete with maps and graphs. We are also in the process of implementing a partnership recording and monitoring system for incidents of anti-social behaviour, which will include integration and information sharing between Policy (Community Safety), the Police, Environmental Health, Fire and Rescue, Licensing and Planning.		
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.	Green 31/10/2005	Green 31/10/2005	Green 31/10/2005
	Comment: Orders can be generated electronically Receipt goods and acceptance of invoices are undertaken electronically (e.g. utility bills). Phase 2 of Implementing the replacement Financial Management System (Agresso - by January '06) will enable users to raise orders and update goods received details. Payments are also made electronically – approx 68% received via BACS.		
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	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 approach and plan for the Single Business Account (SBA). The next stage of the process will depend on CRM integration with services identified within the SBA. Progress on this requirement will continue after evaluation of our CRM core technologies.		
G9 Regional co-operation on e-procurement between local councils.	Green 30/06/2005	Green 30/06/2005	Green 30/06/2005
	Comment: Supplier adoption - joint East of England Marketplace - under investigation. Ongoing involvement with CoPE (Centre of Procurement Excellence) for strategic issues 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:		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
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
	Comment: For existing payment solution, see – www.charnwood.gov.uk/payabill.html The MOTO (telephone payments) system has now been extended from the Contact Centre & Income Section to Housing Benefits for Overpayments & Car Parks for Excess Charges. The next fund to be given access to MOTO will be Rents and then Council Tax and NNDR.		
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	Green 31/12/2005	Green 31/12/2005
	Comment: To be satisfied as part of Capita's e-citizen module. This will enable the viewing of account balances for Council Tax and Business Rates, and will be in place by January '06		
G10 Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
	Comment: Establishment of baseline data and mechanisms and processes for regular monitoring and reporting to be defined.		
G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
	Comment: This facility will be available as part of Capita's e-citizen module.		
If already 'green' on R10, R11, G10 & G11 above please comment on	Comment:		
E8 Provision of facilities for making credit or debit card payments via SMS text message for parking fines (mobile phone).	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.	Green 30/06/2005	Green 30/06/2005	Green 30/06/2005
	Comment: The Libraries section www.charnwood.gov.uk/libraries.html contains information and links to the County Council's Library service homepage, which allows users/members to renew reserve and search through the Library catalogue.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations.	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
	Comment: Processes that require on-line bookings have been identified within Leisure Services. The contractor (Serco) will provide an independent solution on the website for the Charnwood Leisure Centre and the Soar Valley Leisure Centre by January '06. See http://www.charnwood.gov.uk/leisure/leisurecentres1.html The system implementation of online bookings for all other Leisure services (outside Serco's remit) will be in place by March 2006.		
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
	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. The Council is monitoring best practice and partnership initiatives in the area of smart card provision.		
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
	Comment: The transport section of the website www.charnwood.gov.uk/streets/travel.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.	Green 01/11/2005	Green 01/11/2005	Green 01/11/2005
	Comment: http://www.charnwood.gov.uk/streets/home.html links to the County's webpage. The responsibility for this is currently with Leicestershire County Council		
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 01/11/2005	Green 01/11/2005	Green 01/11/2005
	Comment: http://www.charnwood.gov.uk/streets/home.html links to the County's webpage. The responsibility for this is currently with Leicestershire County Council.		
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
	Comment: The empress product (www.empress.gov.uk) developed by East Midlands Regional e-Government Partnership provides daily updated information and contact details on local and regional roadworks.		
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: Baseline targets for customer satisfaction to be developed.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R16 E-enabled "one stop" resolution of Housing & Council Tax Benefit enquiries via telephone, contact centres, or via one stop shops using workflow tools and CRM software to provide information at all appropriate locations and enable electronic working from front to back office.	Amber 31/03/2004	Amber 31/03/2004	Amber 31/03/2004
	Comment: A direct dial telephone to allow one stop shop resolution of Benefit enquiries is in place. The implementation of e-citizen (by January '06) will allow point of access to the back office system. The service will be available by the Contact Centre and the Customer Service Centre. The next stage of the process is CRM integration, progress of which will continue after evaluation of our CRM core technologies.		
R17 Online facilities to be available to allow citizens or their agents to check their eligibility for and calculate their entitlement to Housing & Council Tax Benefit and to download and print relevant claim forms.	Green 01/11/2005	Green 01/11/2005	Green 01/11/2005
	Comment: Online Benefits calculator is in place at http://www.charnwood.gov.uk/static/wbc/wbc.htm		
G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens homes.	Amber 31/10/2005	Amber 31/10/2005	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	Comment:		
E13 Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals.			
E14 Pre-qualification of Council Tax and Housing Benefit claimants for other eligible entitlements (e.g. school uniform grants, free school meals), including pre-filling of relevant claim forms. Otherwise you may leave these rows blank.	Comment:		
R18 Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.	Green 31/10/2005	Green 31/10/2005	Green 31/10/2005
	Comment: Local care services available via the Leicestershire CareOnline portal www.leicscareonline.org.uk . Leicestershire Careonline provides information about services for adults. Bridges (www.irtbridges.org.uk) provides similar functionality for children and young people.		
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 31/10/2005	Green 31/10/2005	Green 31/10/2005
	Comment: Partnership links with the Leicestershire County Council, which provides 24/7 support for care packages.		
G16 Systems to support joined-up working on children at risk across multiple agencies.	Amber 31/10/2005	Amber 31/10/2005	Green 31/03/2006
	Comment: Partnership links with the Leicestershire County Council (www.irtbridges.org.uk) will be developed to ensure joined-up working on 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.	Amber 31/10/2005	Green 31/12/2005	Green 31/12/2005
	Comment: Partnership links with the Leicestershire County Council developed to ensure joint needs assessment needs for vulnerable people is undertaken.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<p>If already 'green' on R18, R19, G16 & G17 above please comment on</p> <p>E15 Agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVPI 57).</p> <p>Otherwise you may leave this row blank.</p>	Comment:		
<p>R20 Email and Internet access provided for all Members and staff that establish a need for it.</p>	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.		
<p>R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff.</p>	Green 31/08/2005	Green 31/08/2005	Green 31/08/2005
	Comment: Home working policy for staff is documented in the employee handbook. The 'Performance Through People Strategy' and the Code of Conduct for members		
<p>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.</p>	Green 31/08/2005	Green 31/08/2005	Green 31/08/2005
	Comment: Staff and members are given the opportunity to work out of the office or from home provided they satisfy the requirements set out in the policy.		
<p>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").</p>	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
	Comment: Human Resources and ICT facilitate external training, based on user needs. The ECDL training is undertaken online using Loughborough College. The authority is also currently sourcing an e-learning provider to support an e-learning induction programme. Greater emphasis in the future will be placed on computer based training and the use of the Intranet (e.g. 'The Academy' training programme)		
<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: Baseline performance measurement and target to be set to meet the requirement.		
<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>	Green 01/04/2005	Green 01/04/2005	Green 01/04/2005
	Comment: All key Council services can be accessed from the website (www.charnwood.gov.uk). In addition Contact Centre opening hours are; Mon – Fri - 8.00am – 8.00pm, Sat – 8.00am – 1.00pm. Extended opening hours for the Customer Service Centre will be investigated as part of the rollout 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
	Comment: The Council's website 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.charnwood.gov.uk		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G19 Adoption of ISO 15489 methodology for Electronic Document Records Management (ERDM) and identification of areas where current records management policies, procedures and systems need improvement to meet the requirements of Freedom of Information (FOI) and Data Protection legislation (see www.pro.gov.uk/about/foi/map-local.rtf).	Amber 31/10/2005	Amber 31/10/2005	Green 31/03/2006
	Comment: Preliminary research is being undertaken into the adoption of the standard and identification of where current records, policies and systems need to improve to meet the requirements of the FOI and Data Protection legislation. The timetable or the later stage would be dependant on the results of the preliminary work		
G20 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI).	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
	Comment: The current website adheres to the W3C Web Accessibility Initiative with the target of level AA conformance by March 2006.		
G21 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk).	Green 31/12/2004	Green 31/12/2004	Green 31/12/2004
	Comment: The website also complies with the e-GIF and e-GMS standards.		
If already 'green' on R23, R24, G19, G20 & G21 above please comment on E17 Agreed baseline and targets for efficiency savings based around improved accessibility of services and information. Otherwise you may leave this row blank.	Comment:		
R25 Online publication of Internet service standards, including past performance and commitments on service availability.	Green 01/12/2005	Green 01/12/2005	Green 01/12/2005
	Comment: Service Standards are available from http://www.charnwood.gov.uk/websitestatistics.html		
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
	Comment: Website performance details, including page impressions and unique user details can be accessed from - http://www.charnwood.gov.uk/websitestatistics.html		
G22 Establishment of internal targets and measures for customer take-up of e-enabled access channels.	Amber 31/03/2004	Green 31/12/2005	Green 31/12/2005
	Comment: Customer Service standards have been developed – see www.charnwood.gov.uk/democracy/customerservicestandards.html . 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).	Green 31/12/2004	Green 31/12/2004	Green 31/12/2004
	Comment: Ongoing compliance against eGMS, eGIF and the LAWS usability guidelines is undertaken as part of the web development programme. Good practice usability guidelines and principles will be further examined as part of the Phase 3 programme.		

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<p>If already 'green' on R25, R26, G22 & G23 above please comment on</p> <p>E18 Agreed baseline and take-up targets for migration of local authority business to e-access channels (e.g. web, telephone contact centres, Interactive Digital TV, mobile telephone) by 2005/06, including efficiency savings.</p> <p>Otherwise you may leave this row blank.</p>	Comment:		
<p>R27 Systems in place to ensure effective and consistent customer relationship management across access channels and to provide a 'first time fix' for citizen and business enquiries, i.e. using a common database, which holds customers records, to deliver services across different channels, and enabling joined-up and automated service delivery.</p>	Amber 31/03/2004	Amber 31/03/2004	Amber 31/03/2004
Comment: The CRM system is in place at the Contact Centre (CC) and the Customer Service Centre (CSC). Rollout plan for a consistent approach to be determined for the Web, CC and the CSC. The process of CRM integration will progress after evaluation of our current CRM core technologies.			
<p>R28 All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.</p>	Amber 31/03/2004	Amber 31/03/2004	Green 31/03/2006
Comment: Use of the corporate e-forms solution will incorporate the unique identifier. All email correspondence to a generic email address will be acknowledged. This will comply with the first part of the requirement. The second part – tracking, will in the longer term be undertaken with the CRM system or an alternative monitoring solution. The process of CRM integration will progress after evaluation of our current CRM core technologies.			
<p>R29 100% of email enquiries from the public responded to within one working day, with documented corporate performance standards for both email acknowledgements and service replies.</p>	Amber 31/03/2004	Amber 31/03/2004	Green 31/03/2006
Comment: All email correspondence to a generic email address will be acknowledged. This will comply with the first part of the requirement. The second part – tracking, will in the longer term be undertaken with the CRM system or an alternative monitoring solution.			
<p>G24 Integration of customer relationship management systems with back office activity through use of enabling technology such as Workflow to create complete automation of business process management.</p>	Amber 31/03/2004	Amber 31/03/2004	Amber 31/03/2004
Comment: CRM back-office integration has been achieved with the Housing system using workflow and BPR methodology. This is an ongoing requirement to meet fully integrated back-office architecture with CRM. The process of CRM integration will progress after evaluation of our current CRM core technologies			
<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	Green 31/03/2006
Comment: The requirement is linked to the local Charnwood Scorecard LLPG project. A customer e-form will be in place to disseminate change of address information.			
<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>	Comment:		

Section 2 - Change Management (self-assessment)

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

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> Appointment of people to the following key local e-government functions in your Council (see http://www.idea-knowledge.gov.uk/idk/aio/206757): 			
i) Member & officer e-champions	Green 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
	Comment: E-Government Programme Manager appointed in November 2003 Contact: Aymen Khan (e-Government Programme Manager) jaymen.khan@charnwood.gov.uk		
iii) customer services management	Green 01/07/2005	Green 01/07/2005	Green 01/07/2005
	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 (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 31/03/2004	Amber 31/03/2004	Green 31/03/2006
	Comment: The Management Development strand of the Leicestershire & Rutland Improvement Partnership (LRIP) is currently piloting an online Training Needs Analysis in conjunction with Jobs go Public. The training needs analysis is based around the management competency framework. If the pilot is successful, the authority will, as part of the LRIP, receive an allocation of places on the programme. 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. 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
	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 'Charnwood Scorecard' projects		

Change Management Area	Current Status	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, MSP) to support e-delivery programme 	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
	Comment: All Charnwood Scorecard projects and e-Government projects, including the e-Government Programme adheres to the principles/framework of PRINCE2 and the Council's project management framework.		
<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
	Comment: The Council has adopted a Risk Management Framework to ensure that the Council's strategic and operational risks are identified, prioritised, managed and monitored. A strategic risk register is in place and is annually reviewed and updated in March. This is then approved by Cabinet and progress with management actions is monitored quarterly by the Performance & Audit Scrutiny Committee. Key e-government risks are reviewed and monitored within the Strategic Risk Register and the E-Government Routemap and Strategy. An operational risk register is also maintained for other risks identified within the annual Directorate Service Delivery Plans. Progress with the management actions are regularly monitored by the Directorate and quarterly exception reports are submitted to the Performance & Audit Scrutiny Committee.		
<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 31/03/2006
	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.		
<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 31/03/2006
	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		
<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.socialinclusion.gov.uk/page.asp?id=583) 	Amber 31/10/2005	Amber 31/10/2005	Green 31/03/2006
	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		
<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 01/01/2005	Green 01/01/2005	Green 01/01/2005
	Comment: The Standards and Monitoring Support Officer, within the Risk Management Directorate has responsibility for FOI. See - http://www.charnwood.gov.uk/democracy/freedomofinformation.htm		
<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	Green 31/03/2006
	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.		

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> Establishment of partnerships for the joint (aggregated) procurement of broadband services 	Green 01/07/2005	Green 01/07/2005	Green 01/07/2005
Comment: No longer appropriate as full availability of broadband is in place throughout Charnwood via BT			
<ul style="list-style-type: none"> Engagement with intermediaries re addressing issues of take up and efficiency in the delivery of e-government services (e.g. Citizens Advice Bureaux) and including intermediaries component of Government Connect (see http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf & http://www.govconnect.gov.uk/ccm/portal) 	Amber 31/08/2005	Amber 31/08/2005	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 	Green 31/08/2005	Green 31/08/2005	Green 31/08/2005
Comment: The Council has an adopted corporate information security policy based around BS 7799 good practice guidance.			
<ul style="list-style-type: none"> Implementation of Benefits Realisation Plan for delivery of local e-government programme strategic objectives 	Amber 01/12/2005	Amber 01/12/2005	Green 31/03/2006
Comment: Ongoing - to be achieved as part of the Council's e-Government Strategy and Routemap, Corporate Improvement plan and 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/lgsi/lgsi.doc & http://www.authentication.org.uk/levels.asp & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc) 	Green 30/11/2005	Green 30/11/2005	Green 30/11/2005
Comment: The Authority has signed up to and participated in the Government Connect Authentication Level Risk Assessment Project through the ESD toolkit. The requirement will be met on receipt of the consensus results from Government Connect			
<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 31/10/2005	Amber 31/10/2005	Green 31/03/2006
Comment: Will be achieved by the use of the BS 7799 framework and the authentication framework for GC accounts, once the Council makes direct use of Government Connect in 2006/07. Leicestershire e-Government Partnership has started the phased implementation of Government Connect, starting with Leicester City Council. A joint procurement exercise is underway and we are working towards agreeing a joint statement			
<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 31/10/2005	Amber 31/10/2005	Green 31/03/2006
Comment: An electronic payment (improved solution for telephone and web payments) is in place as a managed service by Capita, which conforms to the standards of the 'tscheme' – see www.charnwood.gov.uk/payabill.html . Customer authentication where applicable will be achieved using Government Connect.			
<ul style="list-style-type: none"> Use of Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) to support: 			

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
i) personalisation & registration for services categorised at security levels '0' and '1' through the citizen account	Amber 30/09/2005	Amber 30/09/2005	Amber 30/09/2005
Comment: Leicestershire e-Government Partnership has started the phased implementation of Government Connect, starting with Leicester City Council. A joint procurement exercise is underway and we are working towards agreeing a joint statement. The Council is planning to implement DIServers next financial year albeit this is subject to local priorities, available resources and Cabinet approval. Therefore dates are indicative only. Furthermore inequities in GC pricing structure for two-tier authorities is a potential barrier to implementation.			
ii) adoption of Unique IDentifiers (UIDs) and associated standards, as designated in Government Connect	Amber 30/09/2005	Amber 30/09/2005	Amber 30/09/2005
Comment: See (i)			
iii) the bereavement journey & closing of accounts (see http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp)	Amber 30/09/2005	Amber 30/09/2005	Amber 30/09/2005
Comment: See (i)			
iv) citizen & business authentication for services for services categorised at security levels 0-3	Amber 30/09/2005	Amber 30/09/2005	Amber 30/09/2005
Comment: See (i)			
v) registration & authentication of employees for internal and cross-agency services	Amber 30/09/2005	Amber 30/09/2005	Amber 30/09/2005
Comment: See (i)			
vi) corporate approach to collection of e-payments	Amber 30/09/2005	Amber 30/09/2005	Amber 30/09/2005
Comment: See (i)			
vii) cross agency secure transactions (Government to Government)	Amber 30/09/2005	Amber 30/09/2005	Amber 30/09/2005
Comment: See (i)			
viii) account structures for citizens, businesses, property, voluntary & community bodies, schools and parishes	Amber 30/09/2005	Amber 30/09/2005	Amber 30/09/2005
Comment: See (i)			
ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local Area Agreements (where in place)	Amber 30/09/2005	Amber 30/09/2005	Amber 30/09/2005
Comment: See (i)			
x) GC Register (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Amber 30/09/2005	Amber 30/09/2005	Amber 30/09/2005
Comment: See (i)			
xi) GC Exchange (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Amber 30/09/2005	Amber 30/09/2005	Amber 30/09/2005
Comment: See (i)			

Change Management Area	Current Status	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 30/09/2005	Amber 30/09/2005	Amber 30/09/2005
	<p>Comment:Leicestershire e-Government Partnership has started the phased implementation of Government Connect, starting with Leicester City Council. A joint procurement exercise is underway and we are working towards agreeing a joint statement. The Council is planning to implement DIServers next financial year albeit this is subject to local priorities, available resources and Cabinet approval. Therefore dates are indicative only. Furthermore inequities in GC pricing structure for two-tier authorities is a potential barrier to implementation.</p>		
<ul style="list-style-type: none"> 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 01/12/2005	Green 31/12/2005	Green 31/12/2005
	<p>Comment:The Council is participating in the Local Direct Engagement Programme using the ESD toolkit. Deep linking into service pages is in working progress, to be complete by mid December '05, which will provide the requested deep linking into the identified 65 priority services.</p>		
<ul style="list-style-type: none"> Reciprocal 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
	<p>Comment:Reciprocal connection to Directgov is available from the Council's homepage www.charnwood.gov.uk and via the Leicestershire villages portal site www.leicestershirevillages.com</p>		
<ul style="list-style-type: none"> Introduction of Digital Interactive TV services (see http://www.digitv.org.uk) 	Red 31/12/2006	Red 31/12/2006	Red 31/12/2006
	<p>Comment:The Requirement will be explored as part of the future e-government programme.</p>		
<ul style="list-style-type: none"> Establishment of dedicated telephone contact centre(s) services 	Green 31/01/2003	Green 31/01/2003	Green 31/01/2003
	<p>Comment:Dedicated Contact Centre has been operational since January 2003, and was officially opened by Phil Hope MP, Parliamentary Under Secretary of State in the Office of the Deputy Prime Minister and Local Government Minister for e-Government.</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
	<p>Comment:Responsibility for FOI has been 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
	<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"> Local Land & Property Gazetteer (LLPG) linked to Customer Relationship Management (CRM) systems 	Amber 01/06/2005	Amber 01/06/2005	Green 31/03/2006
	<p>Comment:Currently in working progress using Orchard's Arclndex product to match standard addressing information against 'people' records.</p>		

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<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
	Comment: Charnwood has been operating a fully electronic Land Charge Service since 2003 and achieved connection to NLIS level 3 earlier this year		
<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) 	Green 01/10/2005	Green 01/10/2005	Green 01/10/2005
	Comment: The IRT Bridges partnership provides an online service directory for Childrens' services at www.irtbridges.org.uk		

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 IEG4.5 % 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 %	● 94 ● 37.75 %	● 222 ● 89.16 %	● 233 ● 93.57 %	● 249 ● 100.00 %
Collecting revenue: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 9 ● 100.00 %	● 9 ● 100.00 %	● 9 ● 100.00 %
Providing benefits & grants: ● Total types of interaction e-enabled ● % e-enabled	96 %	● 0 ● 0.00 %	● 8 ● 100.00 %	● 8 ● 100.00 %	● 8 ● 100.00 %	● 8 ● 100.00 %
Consultation: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 0 ● 0.00 %	● 5 ● 16.67 %	● 23 ● 76.67 %	● 23 ● 76.67 %	● 30 ● 100.00 %
Regulation (such as issuing licenses): ● Total types of interaction e-enabled ● % e-enabled	94 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 17 ● 51.52 %
Applications for services: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 0 ● 0.00 %	● 14 ● 7.33 %	● 98 ● 51.31 %	● 118 ● 61.78 %	● 191 ● 100.00 %
Booking venues, resources & courses: ● Total types of interaction e-enabled ● % e-enabled	93 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 1 ● 16.67 %	● 1 ● 16.67 %	● 2 ● 33.33 %
Paying for goods & services: ● Total types of interaction e-enabled ● % e-enabled	95 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 5 ● 10.00 %	● 5 ● 10.00 %	● 31 ● 62.00 %
Providing access to community, professional or business networks: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 0 ● 0.00 %	● 6 ● 54.55 %	● 11 ● 100.00 %	● 11 ● 100.00 %	● 11 ● 100.00 %
Procurement: ● Total types of interaction e-enabled ● % e-enabled	95 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 5 ● 71.43 %	● 5 ● 71.43 %
Total: ● Total types of interaction e-enabled ● % e-enabled	98 %	● 0 ● 0.00 %	● 127 ● 21.38 %	● 377 ● 63.47 %	● 413 ● 69.53 %	● 553 ● 93.10 %

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)	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
• Number of planning applications accepted via website (including through the Planning Portal)	6	46	100	200	300
	Comment: Anticipated growth in the use of the website by the introduction of transactional and personalisation services. Online address notification forms will be developed as part of the e-forms project.				
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: Telephone payments have been incorporated into the Contact Centre. Address notification will be incorporated				
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					

	Actual			Forecast	
E-enablement & Main E-Access Channel Take-Up	03/04	04/05	05/06	06/07	07/08
<i>(e.g. BACS, text messaging)</i>					
• 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 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 return/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	650,000	650,000	650,000
	Comment: Initiatives include; Web development, Contact Centre rollout, Partnership working, e-Procurement, Document management, electronic forms, online bookings, flexible working and Planning and Building Control services online. Figures for 2006/07 and 2007/08 are best estimates. The projects they represent are subject to evaluation and approval of business case.				
• 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	800,000	650,000	650,000

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	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	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		800,000		650,000		650,000	
	Comment:							
TOTAL EFFICIENCY GAINS - NET	-,895,967		-,724,400		-,548,000		-,538,000	