

YORKSHIRE DALES NATIONAL PARK AUTHORITY  
FINANCE & RESOURCES COMMITTEE

15<sup>th</sup> May 2006

**IMPLEMENTING ELECTRONIC GOVERNMENT, STATEMENT 6**

**Purpose of the Report**

To inform Members of the submission of the Authority's sixth Implementing Electronic Government (IEG) statement.

**Strategic Planning Framework**

The information contained in this report is consistent with the Authority's approved and adopted strategic planning framework:

- *Best Value Performance Plan*  
“ Plan and manage all aspects of the Authority's business so as to make the most effective use of our resources.”

**Background**

Members will be aware from previous reports that progress towards meeting IEG objectives has been measured against the achievement of a series of 'priority outcomes'. Although these outcomes for the IEG programme across all local authorities were required to have been completed by 31<sup>st</sup> December 2005, the Office of the Deputy Prime Minister (ODPM) has now clarified the issue of future reporting, to the extent that an annual IEG statement will be required up until 2008. This approach reflects the reality of many IEG developments, with the technology and product development, particularly infrastructure, being in place by December 2005, but with roll-out, and particularly, take-up of these developments warranting further monitoring. This extension of the IEG reporting process should give the Government a much clearer view as to the success of their national investment in IEG.

As approved at the meeting of this committee on 8<sup>th</sup> August 2005, future IEG statements would be submitted to the timetable set by the ODPM, after review by the Member Champion for IEG (Wilf Fenten), and then presented retrospectively to this committee. This approach recognises that the statement has become part of a reporting process, rather than – as was the case for the earlier statements – one in which future developments were outlined.

Accordingly, IEG Statement 6 (as submitted) is attached as an **Appendix**. Members will note that certain parts of the proforma refer to the IEG 4.5 Statement (2005), and these references were left unaltered in the version submitted.

**RECOMMENDATIONS**

Members are asked to note the contents of this report.

STEVE FUNNELL  
SENIOR IT OFFICER

24<sup>th</sup> April 2006



Office of the  
Deputy Prime Minister  

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Creating sustainable communities



**YORKSHIRE DALES NATIONAL  
PARK AUTHORITY**

**IMPLEMENTING ELECTRONIC  
GOVERNMENT RETURN**

**2006**

**(IEG6)**

*“Meeting the targets for e-government”*

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**YORKSHIRE DALES**  
National Park Authority

# IMPLEMENTING ELECTRONIC GOVERNMENT RETURNS 2005 (IEG4.5)

## Introduction

This IEG return is an essential part of the national monitoring process for assessing electronic local service delivery capability against the 2005 target and supports the delivery of priority outcomes for local e-government. It is an important feedback mechanism for assessing progress towards realising the benefits from our investment in e-government and the use of IEG funding in individual local authorities.

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

- assisting local government to achieve 100% capability in electronic delivery of priority services by 2005, in ways that customers will use.

Building on the work undertaken by Sir Peter Gershon in his independent review of public sector efficiency<sup>1</sup>, SR2004 sets the ODPM a new PSA target on local government:

- by 2008, improve the effectiveness and efficiency of local government in leading and delivering services to all communities

This equates to a target for local services of achieving 2.5% efficiency gains per year, amounting to at least £6.45bn per annum by 2007/08. Clearly, e-government will make a substantial contribution towards the achievement of this target. The ODPM is working in partnership with local authorities and their representative national organisations to help achieve the specified objectives, including providing a summary of efficiency gains arising from the implementation of local e-government.

The format of the IEG return is subject to consultation. Last year, this helped to achieve a 100% return rate of IEG5 submissions from local authorities. As previously, the format of the IEG6 return is intended to simplify the return process for local authorities through a self-assessment approach. Successful completion of the IEG6 return also demands awareness of the ODPM's National Strategy for Local e-Government published in November 2002, deliverables from the National Project programme and the priority outcomes for local e-government<sup>2</sup>. Further details on all of these areas can be found at the ODPM's local e-government portal website [www.localgov.gov.uk](http://www.localgov.gov.uk).

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

The proforma format for IEG6 returns complies with Government commitments to reduce service plan requirements for local authorities, whilst balancing the need for authorities to supply statistical information for the purpose of monitoring national progress on the implementation of local e-government. This particular return marks the end of the IEG programme and will be used as a key reference document in the audit process for assessing how related grant funding has been used.

"Excellent" CPA authorities are requested to continue to comply with requests for IEG data in order to assist in benchmarking national progress, to demonstrate their commitment to e-government and appropriate use of IEG capital grant. In particular, the fourth year of IEGs represents a crucial point

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<sup>1</sup> See [http://www.hm-treasury.gov.uk/media/879E2/efficiency\\_review120704.pdf](http://www.hm-treasury.gov.uk/media/879E2/efficiency_review120704.pdf)

<sup>2</sup> See [http://www.odpm.gov.uk/pns/DisplayPN.cgi?pn\\_id=2004\\_0112](http://www.odpm.gov.uk/pns/DisplayPN.cgi?pn_id=2004_0112)

of reference as local authorities move from the investment to the delivery phase of their local e-government programmes.

This proforma is intended to standardise Implementing Electronic Government (IEG) returns for 2006. **This copy is an amended version for National Park Authorities reflecting their different priority outcome responsibilities.**

#### Priority Outcomes

Practitioner guidance on the interpretation of the priority outcomes is available from <http://www.idea-knowledge.gov.uk/idk/core/page.do?pageId=1704073>. All enquiries on policy matters relating to the priority outcomes should be addressed to the Local e-Government team at the ODPM. Authorities making a commitment to the Government Connect initiative ([www.govconnect.gov.uk](http://www.govconnect.gov.uk)) are asked to comment accordingly in Section 1 of the IEG6 proforma, in order that this status can be noted in any assessment of progress.

#### Funding & Completeness

You should complete the IEG6 return on the basis that it is a required reference document to provide evidence to auditors of how IEG grant funding has been used. You should consult with relevant members of the ODPM's Local e-Government team for clarification of what is required to complete the proforma fully or to request assistance.

#### Approval & Publication

It is important that the information contained in your completed IEG6 proforma is approved by the Council before submission and that adequate time for this is built into the timetable. Please note that the esd-toolkit entry process allows you to save a pdf copy of your IEG6 return to facilitate its approval by Members. You are also reminded to note any requirements for disclosure of this information on your public website, in line with your authority's approved Publication Scheme under the requirements of the Freedom of Information Act 2000.

#### What's New in the Proforma?

The IEG6 proforma purposely does not contain any substantive changes from December's IEG5 proforma. However, it does contain minor updates to reflect date-related changes.

### Submission

Please note that National Park Authorities should submit their IEG6 returns electronically to [localegov@odpm.gsi.gov.uk](mailto:localegov@odpm.gsi.gov.uk) by the submission deadline of 10 April 2006. No facilities will be made available for National Park Authorities to submit returns online via the Electronic Service Delivery (ESD) toolkit supported by the Improvement & Development Agency (IDEA) ([www.esd-toolkit.org](http://www.esd-toolkit.org)). Councils must make individual submissions - partnership returns are not acceptable.

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

### PROFORMA CONTENT



You are asked to summarise the plans and progress of your local authority according to the information requested below, as follows:

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

**Section 2 – Change Management (self-assessment)**

**Section 3 – BVPI 157**

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

**Section 5 – Local e-Government Implementation Costs**

**Section 6 – Local e-Government Programme Efficiency Savings**

Please refer to [www.localegov.gov.uk](http://www.localegov.gov.uk) for further background information, including details of the priority outcomes guidance paper. Information on National Projects is available at [www.localegovnp.org](http://www.localegovnp.org). Further information about local e-government is also available from the IDEA's Knowledge website at [www.idea-knowledge.gov.uk](http://www.idea-knowledge.gov.uk).

Please add any explanatory or qualifying notes in the comment column, as appropriate.

Not all the elements in the proforma checklist in Section 2 below will necessarily be a part of your local e-government strategy, but you are expected to be aware of all of these elements and have taken a corporate position in relation to them. It is recognised that your IEG strategy will reflect local priorities and customer preferences, but you are asked specifically to provide accompanying commentary on any areas of the proforma checklist that remain "red" in 2005/06.

**Name of Authority: YORKSHIRE DALES NATIONAL PARK AUTHORITY**

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## Local Context

*You may enter free text here to summarise the impact and achievements of your local e-government programme to date and your service transformation plans beyond 2005/06, including the benefits that citizens will see as a result of e-government investment. In particular, you should cover the contribution of e-government to corporate efficiency gains, plans for increasing the take-up of e-services and promoting digital inclusion. It is suggested that you avoid the use of technical jargon in this section.*

Developments are continuing on the corporate intranet using Microsoft Sharepoint Portal Server. The intranet provides a consistent and up to date source of information for officers when managing customers. Examples of the information provided includes planning agendas, officer reports and decisions, progress reports on current conservation projects and details of forthcoming events within the park.

A major digitising program is nearly finished to make all historical planning application data available electronically.

The Yorkshire Dales works with other National Park Authorities in continuing to develop the National Parks web portal and our migrated and redeveloped website was recently launched onto the portal environment. This provides the platform for our web delivered e-government services and continues to form a major part of our e-government program.

During 2006 the Authority, with funding from the Countryside Agency, will install public access terminals in information centres to provide visitors with information on open access areas and other web based information relating to national parks, the environment and visitor services

Traffic Light Status: availability against 31 December 2005 target date for local e-government	Status at 31/12/05	Status at 31/03/06	Comment
<p><b>Local e-organisation:</b></p> <p><b>Red</b> = Preparation &amp; planning – to include projects that are being planned or being piloted</p> <p><b>Amber</b> = Implementation stage – roll out of approved projects</p> <p><b>Green</b> = Fully implemented – projects completed &amp; implemented</p> <p>e.g. for progress against a particular element you might enter:</p>	<p><b>Amber</b></p>	<p><b>Green</b></p>	<p>e.g. “<b>red</b>” status should be applied to all elements on the proforma where work is at a primary or research stage, being piloted before wider rollout across the authority/partnership, or planned but not yet approved for funding.</p> <p>e.g. “<b>amber</b>” status should be applied to all elements on the proforma where work has been approved for funding and is actively being implemented.</p> <p>e.g. “<b>green</b>” status should be applied to all elements on the proforma where projects have been actioned and implemented or particular standards achieved with plans for extended rollout on an enterprise-wide basis, i.e. across the authority/partnership. Please note that all “R” and “G” numbered priority outcomes listed in Section 1 are expected to be “<b>green</b>” by 31 December 2005 and 31 March 2006 respectively. This includes a requirement for deep-linking in relation to non-statutory functions.</p>

<b>Outcome &amp; Transformation Area Description</b>	Status at 31/12/05	Status at 31/03/06	<b>Comment</b> <i>You may comment here in order to qualify the information given, request ODPM support, or identify your authority as an exemplar of good practice in a particular area</i>
R1 Online facilities to be available to allow applications by the public for all NPA administered grants.	Green	Green	Currently there are no grants administered by YDNPA. Applications for any future grants will be capable of being processed on-line
R2 Online facilities to be available to allow applications by land managers for access restrictions.	Green	Green	Open access contact centre on-line for applications for restrictions to be made either by YDNPA or directly by land managers
R3 Online facilities to be available to allow inspection of Tree Preservation Order designations and applications for licenses (including guidance material).	Green	Green	TPO mapping available on NPA web portal, TPO applications forms are available on YDNPA website
<b>G1</b> Development of web portal and/or e-enabled contact centre for advice on different sources of funding for agricultural and other land management projects which promote National Park purposes, ensuring full use is made of the England Rural Development Plan.	Amber	Green	Information available on website
<b>E1</b> If already 'green' on R1, R2, R3 & G1 above, please outline plans for integration with national systems to support online access management by land owners. Otherwise, leave this row blank.			
<b>R4</b> One stop direct online access and deep linking to joined up A-Z information on all local authority services via website or shared telephone contact centre using the recognised taxonomy of the Local Government Category List <sup>3</sup> (see <a href="http://www.laws-project.org.uk">www.laws-project.org.uk</a> ).	Green	Green	A-Z available on website
<b>G2</b> Access to a range of online educational resources, activities and opportunities for youth and school groups to learn about the National Park.	Green	Green	Educational resources available on website for download.

<sup>3</sup> Authorities using alternative service taxonomies (e.g. seamlessUK) should plan for migration to the LGCL by December 2005.

<b>E2</b> If already 'green' on R4 & G2 above, please agree baseline and targets for customer satisfaction and efficiency savings between the supplying organisations on shared community information initiatives in the comment column opposite. Otherwise, leave this row blank.			
<b>R5</b> Public access to online reports, minutes and agendas from past NPA meetings, including future meetings diary updated daily	Green	Green	Meeting Dates, Agendas and Papers available on website
<b>R6</b> Online facilities to be available to allow access to information on NPA Members, including details of appointing body, photograph, brief biographical details and contact email address.	Green	Green	Names, details of appointing body currently and photographs available
<b>G3</b> Citizen participation and response to forthcoming consultations and decisions on matters of public interest (e-consultation), including facility for citizens to sign up for email and/or SMS text alerts on nominated topics.	Amber	Green	E-consultation already carried out for local plan, added functionality to allow members of the public to sign up to alerts to be added in to
<b>G4</b> Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).	Amber	Green	Multi media work on social inclusion forms first phase of this work
<b>E3</b> If already 'green' on R5, R6, G3 & G4 above, please agree baseline and targets for e-participation activities, including targets for citizen satisfaction in the comment column opposite. Otherwise, leave this row blank.			
<b>R7</b> Online facilities to be available to allow receipt and processing of planning applications.	Green	Green	YDNPA has signed up to the Planning Portal for electronic receipt of planning applications
<b>G5</b> Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of data used to monitor the distribution and loss of hedgerows, trees or habitats, density of walls, extent of heather moorland and the potential visibility impact of proposed developments.	Amber	Green	Data made available through GIS functions of NPA web portal
<b>E4</b> If already 'green' on R7 & G5 above, please agree baseline and targets for take-up of planning services online, including targets for customer satisfaction and efficiency savings in the comment column opposite. Otherwise, leave this row blank.			
<b>R8</b> Online facilities to be available to allow appropriate e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.	Green	Green	New finance system implemented January 2005, functions allowing paperless ordering invoicing and payment being rolled out

<b>G6</b> Establishment of a single business account (i.e. a cross-departmental 'account' run by the local authority whereby businesses are allocated a unique identifier that can be stored and managed via a corporate CRM account facility supporting face-to-face, website and contact centre transactions).			
<b>G7</b> Regional co-operation on e-procurement between local councils.	Amber	Green	Working with North Yorkshire County Council to enhance our finance service level agreement to access their e-procurement facilities
<b>E5</b> Access to virtual e-procurement 'marketplace';  <b>E6</b> Inclusion of Small and Medium Enterprises (SMEs) in e-procurement programme, in order to promote the advantages of e-procurement to local suppliers and retain economic development benefits within local community;  <b>E7</b> Agreed targets (please specify) for efficiency savings by December 2005, including the % of undisputed invoices paid in 30 days (BVPI 8);  in the comment column opposite. Otherwise, leave this row blank.			
<b>R9</b> Online facilities to be available to allow payments to the council in ways that engender public trust and confidence in local government electronic payment solutions (e.g. email receipting/proof of payment, supply of automatic transaction ID numbers).	Green	Green	Included in on-line planning application process via Worldpay for planning fees. NPA Web portal piloting secure e-payment and authentication
<b>G8</b> Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	Amber	Green	Only able to demonstrate efficiency savings as YDNPA is not a billing Authority
<b>E8</b> If already 'green' on R9 & G8 above, please agree baseline and targets for reductions in unit costs of payment transactions in the comment column opposite. Otherwise, leave this row blank.			
<b>R10</b> Online facilities to be available to allow ordering of books and leaflets from publications catalogue.	Green	Green	Authority publications and education service leaflets available for download, ordering of commercial publications to be included as part of online catalogue.
<b>R11</b> Online facilities to be available to allow public inspection of 'What's On' guide to local events and activities, updated daily.	Green	Green	Available on Yorkshire Dales Tourism partnership website <a href="http://www.yorkshiredales.org">www.yorkshiredales.org</a> the information is also available on the intranet

<b>G9</b> Integrated ICT infrastructure and support to ensure the consistent delivery of services across all access channels (e.g. web, telephone, face to face) based on e-enabled back offices.	Amber	Green	Integrated VOIP telephony and data infrastructure has been implemented. This is supported by information provision via intranet and web site
<b>E9</b> If already 'green' on R10, R11 & G9 above, please agree baseline and targets for take-up of visitor services online, including targets for customer satisfaction and efficiency savings in the comment column opposite. Otherwise, leave this row blank.			
<b>R12</b> Online facilities to be available to allow the public to inspect local public transport timetables and information via available providing organisation, including links to 'live' systems for interactive journey planning.	Green	Green	Available through joint partnership <a href="http://www.traveldales.org.uk">www.traveldales.org.uk</a> web site accessed via deep linking
<b>G10</b> GIS-based presentation of information on alternative ways for people to reach recreation attractions other than by car, including contact details and updated daily.	Amber	Green	Maps for cyclists and coach drivers available on traveldales website, websites for cyclists and mountain biking provide additional information
<b>E10</b> If already 'green' on R12 & G10 above, please agree baseline and targets for reduction in car use in the column opposite. Otherwise, leave this row blank.			
<b>R13</b> Online facilities to be available to allow public inspection of information on access opportunities and restrictions, including notification of restrictions and obstructions on rights of way.	Green	Green	Public inspection of access opportunities and restrictions available on YDNPA website, Rangers pages on website give additional information about access
<b>R14</b> Website information and service provision to be integrated with visitBritain ( <a href="http://www.visitbritain.com">www.visitbritain.com</a> ).	Green	Green	NPA portal will reflect visitBritain branding appropriate to National Parks
<b>R15</b> Online facilities to be available to allow accommodation booking services and associated directory and information search facilities.	Green	Green	Available through <a href="http://www.yorkshiredales.org">www.yorkshiredales.org</a> partnership site
<b>G11</b> Public access to interactive maps utilising Scalable Vector Graphics, e.g. showing the locations of services, tourism facilities and recreation opportunities and linked to real-time data such as local weather reports.	Green	Green	Available on destinationdales area of YDNPA website and also on GIS mapping area of NPA's web portal

<b>E11</b> If already 'green' on R13, R14, R15 & G11 above, please comment on progress towards providing SMS text services, e.g. on weather and ground conditions, safety information (lakes, waterways and uplands), special events in the comment column opposite. Otherwise, leave this row blank.			
<b>R16</b> Email and Internet access provided for all NPA Members and staff that establish a need for it.	Green	Green	Already available to staff, wide area network. VPN implemented February 2006 provides access for members who require it.
<b>R17</b> ICT support and documented policy for home/remote working (teleworking) for NPA Members and staff.	Green	Green	Policy approved and in place
<b>R18</b> Online facilities to be available to allow access to home/remote working facilities to all NPA Members and staff that satisfy the requirements set by the authority's published home/remote working policy.	Green	Green	VPN implemented February 2006 to provide remote access.
<b>G12</b> Establishment of e-skills training programme for NPA Members and staff with recognised basic level of attainment (e.g. European Computer Driving Licence, British Computer Society Qualification "e-Citizen").	Green	Green	ECDL training programme in place for all staff, and members
<b>E12</b> If already 'green' on R16, R17, R18 & G12 above, please agree targets for baseline and efficiency savings arising from the introduction of new ways of working in the column opposite. Otherwise, leave this row blank.			
<b>R19</b> Self-service or mediated access to all council services outside standard working hours via the Internet or telephone contact centres (i.e. available for extended hours outside of 9am-5pm Monday to Friday).	Green	Green	Extended access available telephone system 7 days. Access to visitor services information available 24 hours via touch screen kiosks
<b>R20</b> Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.	Green	Green	Obtree CMS implemented for content creation and management
<b>G13</b> Adoption of ISO 15489 methodology for Electronic Document Records Management (ERDM) and identification of areas where current records management policies, procedures and systems need improvement to meet the requirements of Freedom of Information (FOI) and Data Protection legislation (see <a href="http://www.pro.gov.uk/about/foi/map-local.rtf">www.pro.gov.uk/about/foi/map-local.rtf</a> ).	Amber	Green	No issues raised by Audit Commission review of this area in 05/06
<b>G14</b> Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see <a href="http://www.w3.org/WAI">www.w3.org/WAI</a> ).	Amber	Green	Website conforms to this standard

<b>G15</b> Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see <a href="http://www.egifcompliance.org">www.egifcompliance.org</a> & <a href="http://www.govtalk.gov.uk">www.govtalk.gov.uk</a> ).	Amber	Green	All new development is e-GIF and e-GMS compliant.
<b>E13</b> If already 'green' on R19, R20, G13, G14 & G15 above, please agree baseline and targets for efficiency savings based around improved accessibility of services and information in the column opposite. Otherwise, leave this row blank.			
<b>R21</b> Online publication of Internet service standards, including past performance and commitments on service availability.	Green	Green	Standards for availability and performance publication form part of website migration project specification
<b>R22</b> Monitoring of performance of corporate website, or National Parks 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	Green	Monitoring in place to industry standards
<b>G16</b> Establishment of internal targets and measures for customer take-up of e-enabled access channels.	Amber	Green	Building in full final year figures to March 06, developing new targets in year 06/07
<b>G17</b> Adoption of recognised guidelines for usability of website design (see <a href="http://www.laws-project.org.uk">www.laws-project.org.uk</a> ).	Green	Green	Website Bobby AA compliant,
<b>E14</b> If already 'green' on R21, R22, G16 & G17 above, please agree 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 in the column opposite. Otherwise, leave this row blank.			
<b>R23</b> Systems in place to ensure effective and consistent customer relationship management across access channels and to provide a 'first time fix' for citizen and business enquiries, i.e. using a common database, which holds customer's records, to deliver services across different channels, and enabling joined-up and automated service delivery.	Green	Green	Our systems support these objectives
<b>R24</b> All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.	Green	Green	Included in implementation of web site acknowledgements

<b>R25</b> 100% of email enquiries from the public responded to within one working day, with documented corporate performance standards for both email acknowledgements and service replies	Green	Green	Authority policy
<b>G18</b> Integration of customer relationship management systems with back office activity through use of enabling technology such as Workflow to create complete automation of business process management.	Amber	Green	Continuing to further develop this area now systems fully networked across all sites and linking telecoms systems all in place
<b>G19</b> Facilities to support the single notification of a change of address, i.e. a citizen should only have to tell the NPA they have moved on one occasion and the NPA should then be able to update all records relating to that person to include the new address.	Amber	Green	Procedures have been established
<b>E15</b> If already 'green' on R23, R24, R25, G18 & G19 above, please agree 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 in the column opposite. Otherwise, leave this row blank.			

## 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.*

<ul style="list-style-type: none"> <li>Appointment of people to the following key local e-government functions in your Council (see <a href="http://www.idea-knowledge.gov.uk/idk/aio/206757">http://www.idea-knowledge.gov.uk/idk/aio/206757</a>):</li> </ul>			
<ul style="list-style-type: none"> <li>i) Member &amp; officer e-champions</li> </ul>	Green	Green	Appointed January 2002
<ul style="list-style-type: none"> <li>ii) e-government programme manager</li> </ul>	Green	Green	Appointed January 2002
<ul style="list-style-type: none"> <li>iii) customer services management</li> </ul>	Green	Green	Officer in place in customer facing departments
<ul style="list-style-type: none"> <li>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 <a href="http://www.lamip.org/MicroSites/eCapacityBuilding/Pages/TemplateUser.aspx?PageType=StandardContent&amp;XSL=standardcontent&amp;Key=1">http://www.lamip.org/MicroSites/eCapacityBuilding/Pages/TemplateUser.aspx?PageType=StandardContent&amp;XSL=standardcontent&amp;Key=1</a>)</li> </ul>	Green	Green	Training needs established as part of appraisal process – additionally a comprehensive staff training programme to minimum of ECDL level 1 in place
<ul style="list-style-type: none"> <li>Establishment of an e-delivery board<sup>4</sup></li> </ul>	Green	Green	IEG Steering group set up September 2001
<ul style="list-style-type: none"> <li>Use of formalised programme &amp; project management methodologies (e.g. PRINCE2, MSP) to support e-delivery programme</li> </ul>	Green	Green	Project management training provided to all staff who have a need
<ul style="list-style-type: none"> <li>Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures</li> </ul>	Green	Green	Detailed risk management strategy in place
<ul style="list-style-type: none"> <li>Use of customer consultation/research to inform development of corporate e-government strategy</li> </ul>	Green	Green	Continuing involvement with stakeholders
<ul style="list-style-type: none"> <li>Establishment of policy for addressing social inclusion within corporate e-government strategy</li> </ul>	Green	Green	Social inclusion officer appointed
<ul style="list-style-type: none"> <li>Identification of the specific needs of the most disadvantaged groups and exploring how Information Communication Technologies (ICT) can help to address these needs (see <a href="http://www.socialexclusion.gov.uk/page.asp?id=583">http://www.socialexclusion.gov.uk/page.asp?id=583</a>)</li> </ul>			
<ul style="list-style-type: none"> <li>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</li> </ul>	Green	Green	Officer in place

<sup>4</sup> i.e. the board that has overall responsibility for all the e-programmes in an authority as well as other governance issues such as overseeing the general management processes and the ICT architecture to deliver e-government.

<sup>5</sup> Areas where benefits may be identified include policy or legal requirement (required), quality of service, internal management, process improvement (productivity or efficiency), Personnel or HR management, risk reduction, flexibility, economy, revenue enhancement or acceleration, strategic fit.

<ul style="list-style-type: none"> <li>Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework (see <a href="http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf">http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf</a> &amp; <a href="http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf">http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf</a>) and designation of an Information Sharing Officer</li> </ul>	Amber	Amber	Programme in place to ensure Authority records are held in accordance with Data protection act
<ul style="list-style-type: none"> <li>Establishment of partnerships for the joint (aggregated) procurement of broadband services</li> </ul>	Green	Green	Partnered with North Yorkshire CC for the provision of wide area networking and internet feed
<ul style="list-style-type: none"> <li>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 <a href="http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf">http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf</a> &amp; <a href="http://www.govconnect.gov.uk/ccm/portal/">http://www.govconnect.gov.uk/ccm/portal/</a>)</li> </ul>	Amber	Amber	Using opportunity of current local plan enquiry to launch service
<ul style="list-style-type: none"> <li>Compliance with BS 7799 on information security management</li> </ul> <p>Implementation of Benefits Realisation Plan<sup>5</sup> for delivery of local e-government programme strategic objectives</p>	Amber	Amber	Security Access to ICT under constant review. Enhanced web access security implemented January 2006. Firewall protection in place to protect against unauthorised external access, and strict guidelines in place for dial-up access. McAfee security products used on all PCs/Servers with automatic updates.
<ul style="list-style-type: none"> <li>Completion of mapping of Local Government Services List transactions against approved security levels (0-3) (see <a href="http://www.esd.org.uk/standards/lgs/lgs.doc">http://www.esd.org.uk/standards/lgs/lgs.doc</a> &amp; <a href="http://www.authentication.org.uk/levels.asp">http://www.authentication.org.uk/levels.asp</a> &amp; <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc</a>)</li> </ul>	Amber	Amber	Service review at end of 2005 looked at implementation of systems from customer perspective
<ul style="list-style-type: none"> <li>Planned compliance to HMG Security and authentication frameworks through commitment to citizen, employee and volunteer account registration in Government Connect (see <a href="http://www.govconnect.gov.uk/ccm/portal/">http://www.govconnect.gov.uk/ccm/portal/</a> &amp; <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/45/04002245.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/45/04002245.doc</a> &amp; <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/43/04002243.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/43/04002243.doc</a> &amp; <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc</a> &amp; <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/20/53/04002053.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/20/53/04002053.doc</a> &amp; <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/39/39/04003939.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/39/39/04003939.doc</a>)</li> </ul>	Amber	Amber	Work under way on security level map
			Joint NPA project looking at Government connect and budget allocated
			Dependent on progress of joint NPA work

<ul style="list-style-type: none"> <li>▪ Compliance with an independent trust scheme approval process designed to provide assurance for individuals and companies using or relying upon e-business transactions (see <a href="http://www.tscheme.org">www.tscheme.org</a>) and which will work with Government Connect (see <a href="http://www.govconnect.gov.uk/ccm/portal/">http://www.govconnect.gov.uk/ccm/portal/</a>)</li> </ul>	Amber	Amber	
<ul style="list-style-type: none"> <li>▪ Use of Government Connect (see <a href="http://www.govconnect.gov.uk/ccm/portal/">http://www.govconnect.gov.uk/ccm/portal/</a>) to support: <ul style="list-style-type: none"> <li>i) personalisation &amp; registration for services categorised at security levels '0' and '1' through the citizen account</li> <li>ii) adoption of Unique IDentifiers (UIDs) and associated standards, as designated in Government Connect</li> <li>iii) the bereavement journey &amp; closing of accounts (see <a href="http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp">http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp</a>)</li> <li>iv) citizen &amp; business authentication for services for services categorised at security levels 0-3</li> <li>v) registration &amp; authentication of employees for internal and cross-agency services</li> <li>vi) corporate approach to collection of e-payments</li> <li>vii) cross agency secure transactions (Government to Government)</li> <li>viii) account structures for citizens, businesses, property, voluntary &amp; community bodies, schools and parishes</li> <li>ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local Area Agreements (where in place)</li> <li>x) GC Register (see <a href="http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en">http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en</a>)</li> <li>xi) GC Exchange (see <a href="http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en">http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en</a>)</li> </ul> </li> </ul>	Amber	Amber	Dependent on progress of joint NPA work
<ul style="list-style-type: none"> <li>• Government Connect (see <a href="http://www.govconnect.gov.uk/ccm/portal/">http://www.govconnect.gov.uk/ccm/portal/</a>) back-office connection in place (Department Interface Server)</li> </ul>	Amber	Amber	Dependent on progress of joint NPA work
<ul style="list-style-type: none"> <li>• Enable Directgov (see <a href="http://www.direct.gov.uk">www.direct.gov.uk</a>) to deeplink into service pages on local authority websites, by providing &amp; maintaining URL data, based on Local Government Service &amp; Interaction lists, standard schemas and formats, as directed by the Local Directgov programme (see <a href="http://www.localgov.gov.uk/localdirectgov/ieg5">http://www.localgov.gov.uk/localdirectgov/ieg5</a>)</li> </ul>	Amber	Amber	Connection information to be provided
<ul style="list-style-type: none"> <li>• Reciprocal connection to Directgov (see <a href="http://www.direct.gov.uk">http://www.direct.gov.uk</a>) from corporate website and partnership portal(s)</li> </ul>			

<ul style="list-style-type: none"> <li>• Introduction of Digital Interactive TV services (see <a href="http://www.digitv.org.uk">http://www.digitv.org.uk</a>)</li> <li>• Establishment of dedicated telephone contact centre(s) services</li> <li>• Compliance with Freedom of Information Act 2000, including responding to requests for information from individuals within a reasonable time period (see <a href="http://www.lcd.gov.uk/foi/foidpunit.htm">http://www.lcd.gov.uk/foi/foidpunit.htm</a> &amp; <a href="http://www.pro.gov.uk/recordsmanagement/access/default.htm">http://www.pro.gov.uk/recordsmanagement/access/default.htm</a>)</li> <li>• Regularly-maintained link from Local Land &amp; Property Gazetteer (LLPG) to National Land &amp; Property Gazetteer (NLPG) (see <a href="http://www.nlpg.org.uk">http://www.nlpg.org.uk</a>)</li> <li>• Local Land &amp; Property Gazetteer (LLPG) linked to Customer Relationship Management (CRM) systems</li> <li>• Connection to National Land Information Service (NLIS) at Level 3 (see <a href="http://www.nlis.org.uk">http://www.nlis.org.uk</a>)</li> <li>• Introduction and maintenance of an online service directory for Children's services for professionals working with children &amp; young people, and allowing public access where possible (for further information see <a href="http://www.dfes.gov.uk/isa">http://www.dfes.gov.uk/isa</a>)</li> </ul>	<p>Red</p> <p>Red</p> <p>Green</p> <p>Amber</p> <p>Amber</p> <p>Amber</p> <p>Amber</p>	<p>Red</p> <p>Red</p> <p>Green</p> <p>Amber</p> <p>Amber</p> <p>Amber</p> <p>Amber</p>	<p>The Authority will work with other Authorities where appropriate but has no plans to introduce DiTV itself</p> <p>No plans to establish a dedicated contact centre owing to the small size of the Authority and the nature of it's customer interactions</p> <p>Process in place to respond to such requests</p> <p>This will form part of work on linking to the planning portal and upgrading planning application</p> <p>YDNPA collating LLPG data from relevant District Authorities</p> <p>NPAs cannot sign up directly to NLIS however we will work closely with the District Authorities to support their implementation of NLIS</p> <p>Educational resource available on website</p>
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### 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<sup>6</sup> of the Local Government Services List (LGSL) developed by local authority members of the esd-toolkit ([www.esd-toolkit.org](http://www.esd-toolkit.org)). All totals and percentages shown should be cumulative.

BVPI 157 Interaction Type	Reported IEG5 % e-enabled position @ 31 December 2005	Actual				
		2001/2	2002/3	2003/4	2004/5	2005/6 <sup>7</sup>
<b>Providing information:</b> <ul style="list-style-type: none"> <li>• Total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	99%	135 20	141 47	149 67	149 72	149 93
<b>Collecting revenue:</b> <ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	96%	18 25	19 47	20 75	20 90	20 95
<b>Providing benefits &amp; grants:</b> <ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	92%	5 0	5 20	6 83	6 83	6 83
<b>Consultation:</b> <ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	98%	11 20	13 46	13 77	13 77	13 92
<b>Regulation (such as issuing licences):</b> <ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	90%	10 10	11 36	11 64	11 64	11 91
<b>Applications for services:</b> <ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	96%	9 22	9 40	10 70	10 70	10 90
<b>Booking venues, resources &amp; courses:</b> <ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	88%	5 20	5 40	5 80	5 80	5 80
<b>Paying for goods &amp; services:</b> <ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	91%	4 25	5 40	5 60	4 75	4 75
<b>Providing access to community, professional or business networks:</b> <ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	98%	0 0	1 100	1 100	1 100	1 100
<b>Procurement:</b> <ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	86%	8 25	8 50	8 75	8 88	8 88
<ul style="list-style-type: none"> <li>• TOTAL TYPES OF INTERACTION E-ENABLED</li> <li>• % E-ENABLED</li> </ul>	<b>97%</b>	205 20	217 46	228 69	227 74	227 92

<sup>6</sup> This updates Version 2.0 to include National Park Authority services and represents the 'core' list which will remain unchanged until April 2006 and will provide a common baseline for calculating BVPI 157 and reporting figures in IEG returns.

<sup>7</sup> Authorities should base their annual BVPI 157 actuals on the position at the 31<sup>st</sup> March in each financial year (i.e. year end), including the end of programme position for 2005/06.

## 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. Industry definitions of page impressions<sup>8</sup> and unique users<sup>9</sup> are given in the footnotes below.

E-enablement & Main E-Access Channel Take-Up	Actual			Forecast		Comment
	03/04	04/05	05/06	06/07	07/08	
<b>Local Service Websites</b>						
<ul style="list-style-type: none"> <li>Page impressions (annual)</li> <li>Unique users, i.e. separate individuals visiting website (annual)</li> <li>Number of e-enabled payment transactions accepted via website</li> <li>Number of change of address notifications accepted via website</li> <li>Number of planning applications accepted via website (including through the Planning Portal)</li> </ul>	1451 132 0 0 0	1185 172 0 0 0	2400 175 0.5 0.1 7	2750 200 1.0 0.1 15	3000 250 1.0 0.1 25	
<b>Telephone</b>						
<i>(i.e. telephone interactions where officers can access electronic information and/or update records on-line there and then, including interactions in contact centres):</i> <ul style="list-style-type: none"> <li>Number of e-enabled payment transactions accepted by telephone</li> <li>Number of change of address notifications accepted via telephone</li> </ul>	0.3 0.1	0.3 0.1	0.5 0.1	1.0 0.1	1.0 0.1	
<b>Face To Face</b>						
<i>(i.e. front-line operations where officers can access electronic information and/or update records on-line there and then, including interactions at reception desks, One Stop Shops &amp; home visits):</i> <ul style="list-style-type: none"> <li>Number of e-enabled payment transactions accepted via personal contact</li> <li>Number of change of address notifications accepted via personal contact</li> </ul>	2.5 0.1	2.6 0.1	3.0 0.1	3.0 0.1	3.0 0.1	
<b>Other Electronic Media</b> <i>(e.g. BACS, text messaging):</i>						
<ul style="list-style-type: none"> <li>Number of e-enabled payment transactions accepted via BACS</li> <li>Number of e-enabled payment transactions accepted via text message or other electronic form</li> <li>Number of change of address notifications accepted via other electronic media</li> </ul>	0.5 0 0	1.0 0 0	1.0 0 0	1.0 0 0	1.0 0 0	
<b>Non Electronic</b> <i>(e.g. cash office, post)</i>						
<ul style="list-style-type: none"> <li>Number of payments accepted by cheque or other non-electronic form</li> <li>Number of change of address notifications accepted via non-electronic form</li> </ul>	2.5 0.2	1.9 0.2	1.3 0.2	0.8 0.1	0.5 0.1	

<sup>8</sup> **Unique User** (industry audit definition): According to IFABC Global Web Standards ([www.ifabc.org](http://www.ifabc.org)) a Unique User is an "IP address plus a further identifier. Sites may use User Agent, Cookie and/or Registration ID." Note that where users are allocated IP addresses dynamically (for example by dial-up Internet Service Providers), this definition may overstate or understate the real number of individual Users concerned. A Unique User is at a minimum an IP address + the Browser ID with a unique address entering a website by any page and is counted once for the given period (the minimum audit period is one calendar month). The number of Unique Users is an indicator of a website's audience or reach.

<sup>9</sup> **Page Impression** (industry audit definition): According to IFABC Global Web Standards ([www.ifabc.org](http://www.ifabc.org)) a Page Impression is a "file or a combination of files sent to a user as a result of that user's request being received by the server." In effect, one request by a valid User should result in one Page Impression being counted. In most cases, a single request from a User causes the server to send several files to satisfy the request. For example, the server may send a .html file followed by several associated graphic images and audio files. A single request from a user may also cause the server to send additional .html files to build a frameset. The site must ensure that all additional, non-requested files are filtered out and excluded when counting the claimed number of Page Impressions.

## 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):

	Backward Look (£)			Forward Look (£)		Comment
	01/02 to 03/04	04/05	05/06	06/07	07/08	
<b>Programme Resources</b>						
• IEG capital grant	400,000	300,000	100,000			
• ODPM Local e-Government Support & Capacity Programme capital grant						
• <b>your council's nominal pro rata share of ODPM Local e-Government Partnership Programme capital grant allocated in your area</b>						
• financial contribution from public-private partnerships						
• resources being applied from internal revenue and capital budgets <sup>10</sup> to implement e-government	354000	88000	73000	15000	15000	Includes Destination Dales (£37k); River Swale (£7k); Out of Oblivion (£100k; HLF); JPI (£98); CRoW (£60); Sustainable Tourism (£50). Note: all sums are IT/IEG component of project only
• other resources (e.g. training) (please specify)	2000	2000	2000	2000	2000	ECDL training
• ODPM e-Innovations Fund capital grant						
• financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB), EU funding	50000	10000	10000			Planning development grant, Out of Oblivion Pennine Bridleway and Target projects
<b>TOTAL</b>	806000	400000	185000	7000	17000	

<sup>10</sup> Please show the actual capital expended in each year, not the annual cost of servicing the loan.

## Section 6 – Local e-Government Programme Efficiency Gains<sup>11</sup>

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<sup>12</sup>. Links to listed websites in the table Notes also offer a key source of support in calculating figures.

	Backward Look (£)				Forward Look (£)				Notes
	04/05		05/06		06/07		07/08		
	Annual gain	... of which cashable	Expected annual gain	... of which cashable	Expected annual gain	... of which cashable	Expected annual gain	... of which cashable	
<b>Efficiency gains</b>									
<b>Corporate services</b> , of which:									Corporate Services includes, but is not limited to, Finance, HR (in respect of training; only the function, not the spend), ICT, Procurement (the function, not the spend), Legal Services, Facilities Management, Travel Services, Security Services and Marketing & Communications).
• e-recruitment	0	0	2000	2000	5000	2000	5000	2000	Includes administrative savings on staff time (where staff are reallocated), printing, postage and on advertising expenditure.
• e-payments	0	0	3000	1000	10000	2000	10000	2000	See <a href="http://epay.brandid.net/bus_case/intro.php">http://epay.brandid.net/bus_case/intro.php</a> .
• corporate services efficiencies not covered above			13000	1000	13000	1000	13000	1000	
<b>e-Procurement</b> , of which:									Procured goods and services include commodity goods and services as well as professional services, temporary labour and construction. It also includes sector specific markets for areas such as roads, social housing, social care, environmental services and police. See <a href="http://www.nepp.org.uk/">www.nepp.org.uk/</a> & <a href="http://www.idea-knowledge.gov.uk/idk/aio/70780">www.idea-knowledge.gov.uk/idk/aio/70780</a> .
• Service Specific	1000	1000	2000	1000	4000	2000	4000	2000	i.e. including Adult Social Services, Children's services, Culture and sport, Environmental services, Local transport, LA social housing, Non-school education services, supporting people.
• Cross-cutting e-procurement efficiencies not covered above									

<sup>11</sup> i.e. Increases in output quality and quantity for the same cost, or sustained outputs for reduced cost, arising from the application of local e-government to automate business processes and improve managerial effectiveness. Only efficiency gains arising from investment to e-enable local services and to transform their accessibility, quality and cost-effectiveness in line with the 2005 target should be included. Savings arising from cyclical spend related to the maintenance of the existing ICT infrastructure should not be included.

<sup>12</sup> See [http://www.odpm.gov.uk/stellent/groups/odpm\\_localgov/documents/page/odpm\\_locgov\\_032805.pdf](http://www.odpm.gov.uk/stellent/groups/odpm_localgov/documents/page/odpm_locgov_032805.pdf).

Productive time, of which:									The focus for this work stream is on increasing the productivity of front line staff and those who support them. Councils are expected to drive through the benefits of e-Government investment in terms of changing working and management practices to maximise the amount of time that existing members of staff are engaged in productive work (with costs reallocated accordingly), e.g. by reducing the time spent by professionals in accessing and handling information, reducing time lost through high staff turnover by introduction of remote working / home working.
• Service Specific									i.e. including Adult Social Services, Children's services, Culture and sport, Environmental services, Local transport, LA social housing, Non-school education services, supporting people.
• Cross-cutting productive time efficiencies not covered above									
<b>Transactions</b>	5000	5000	40000		40000		40000		The transactions work stream applies to those efficiencies that can be gained through such means as combining activities to produce more efficient ways of dealing with customers or streamlining processes, or making a major shift from manual to electronic processing. Transactions includes areas such as council tax collection, housing benefit administration and collection of non-domestic rates, i.e. delivering efficiencies through the migration of appropriate customer groups towards more cost effective channels such as web-based interfaces and telephone contact centres, with staff reallocated accordingly.
<b>Miscellaneous efficiencies not covered above</b>									
<b>TOTAL EFFICIENCY GAINS - GROSS</b>	6000	6000	60000	5000	72000	7000	72000	7000	
<b>LESS e-government implementation expenditure</b>	400000		185000		17000		17000		i.e. as identified above in Section 5 - Local e-Government Implementation Expenditure
<b>TOTAL EFFICIENCY GAINS - NET</b>	(394000)		(125000)		41000		41000		

Deleted: ¶

## **SUBMISSION**

Please make sure that all IEG6 entries are returned to [localegov@odpm.gsi.gov.uk](mailto:localegov@odpm.gsi.gov.uk) by **midday on Monday 10 April 2006**.

All general comments and enquiries regarding the IEG6 process should be addressed to:

Local e-Government  
Office of the Deputy Prime Minister  
Zone 3/C5  
Bressenden Place  
London SW1E 5DU  
E-mail: [localegov@odpm.gsi.gov.uk](mailto:localegov@odpm.gsi.gov.uk)  
Tel: 020 7944 4258

## **FURTHER INFORMATION**

Details of the National Strategy for local e-government and Priority Outcomes can be found at [www.localegov.gov.uk](http://www.localegov.gov.uk). Explanatory notes for practitioners on Priority Outcomes are available at <http://www.idea-knowledge.gov.uk/idk/core/page.do?pageId=1704073>.

Details of National Projects can be found at <http://www.localegovnp.org>

Details of Government Connect can be found at <http://www.govconnect.gov.uk>

The Directgov website can be found at [www.direct.gov.uk](http://www.direct.gov.uk)

Details of national infrastructure projects can be found at <http://e-government.cabinetoffice.gov.uk/Home/Homepage/fs/en> & <http://www.idea.gov.uk/ljih/>

### **Your IEG6 contact at the ODPM is:**

Peter Blair – [peter.blair@odpm.gsi.gov.uk](mailto:peter.blair@odpm.gsi.gov.uk)

## **PUBLICATION OF IEG RETURNS**

The ODPM may wish to publish information in connection with IEG6 returns in due course or deposit them in its own library or that of the Houses of Parliament. Information may also be published as part of a national database to allow other local authorities to use IEG6 data for benchmarking purposes. Should you wish any element of your proforma to be treated in confidence please clearly indicate this in your response, stating the reason why you believe that this information should be confidential. Nevertheless, all responses will be included in statistical summaries.