

ELECTRONIC GOVERNMENT – PROGRESS REPORT

1. INTRODUCTION

The Council's vision for electronic governance is ***to modernise the Council's service provision by fully utilising information and communications technology (ICT) to enable joined up working with partners and to provide seamless services to customers when and where they are required to a consistently high standard.*** This report describes progress in implementing the Electronic Governance Strategy and provides an outline action plan intended to ensure the successful development of electronic service delivery across the council.

2. PROGRESS TO DATE

Access Channels

2.1 Good progress has been made on developing key access channels for our customers to engage with services. The work of the e-governance team is currently focussed on developing:

- a comprehensive contact centre dealing with calls via the telephone, general e-mail enquiries and assisted interviews via video conferencing from local access points.
- a fully transactional web site, enabling customers to request goods and services, complete forms for electronic processing and to make payments for goods and services.
- a network of local information offices with access to corporate information systems and fully trained employees able to handle a wide range of customer enquiries.
- a network of local access points (in local information offices, Citizens Advice Bureaux offices and local libraries) where customers can take part in an assisted interview with service providers, using video conferencing technology.

2.2 These access channels have been prioritised for development following consultation with the citizens' panel locally and having regard to similar surveys conducted at both regional and national level. In addition, the size of the New Forest district and its rural composition support the selection of access channels that will minimise the need for customers to make journeys to Appletree Court and the Town Hall wherever possible.

Other Key Projects

2.3 In order for customers to have their enquiries handled effectively via any one of these access channels, it is essential that the ICT infrastructure (hardware, software and networks) required to support electronic service delivery (ESD) is capable of doing so. In 2003/04 efforts have been directed at:

- Completing the implementation of core financial management systems to position the council to utilise electronic procurement (internet based purchasing).
- Developing the local land and property gazetteer as part of the National Land Information System (NLIS).
- Developing web sites and Internet access for Town and Parish Councils in order to promote joined up working and access to information.
- Evaluating document imaging and workflow systems to support a shift towards estate based working in the housing service.
- Developing a secure web portal for members to promote greater utilisation of electronic working and to aid communications between members, officers, other agencies and the public.
- Enhancing the transaction capability of the Council's web site enabling forms to be completed on-line and for payments to be made via credit/debit cards.
- Evaluating fully integrated human resources (HR) information systems to enhance service delivery to managers, employees and prospective employees.

3. WORKING WITH PARTNERS

3.1 It is important to remember that New Forest District Council is only one organisation providing services to customers (residents, visitors and businesses) in the region. The electronic governance team has been actively developing partnerships that will help to deliver the Council's vision for electronic service delivery. Examples of current partnerships that are concerned with electronic service delivery include:

- The Hampshire and Isle of Wight E-Government Partnership - established to enable local authorities in Hampshire to work together to identify and implement collaborative projects that will support more joined up working. The partnership has received a government grant of £2m for collaborative projects set out in a joint IEG statement. Projects currently underway include the development of a web-based catalogue of services, a joint approach to developing local land and property gazetteers and other joint procurement initiatives.
- The New Forest Community Legal Services Partnership - established to implement a network of information points where customers can engage in assisted interviews with council services (customer services, housing needs, council tax and benefits), the Citizens Advice Bureau and the employment service. The partnership has received joint funding of £200,000 to establish a network of video conferencing facilities (to enable on-line interviews) across the district.
- The New Forest Business Partnership (Connectivity Group) is concerned with promoting the provision and take up of broadband communications. The partnership is also aiming to identify where electronic service delivery could assist local businesses (e.g. access to planning, licensing and economic development data).

- ICT Services (under the auspices of the e-governance team) are working closely with Town and Parish Councils to help them to produce web sites and gain access to the Internet to enable greater access to information.

4. IMPLEMENTING ELECTRONIC GOVERNMENT STATEMENT NO.3

- 4.1 For the third year running local authorities are required to complete an Implementing Electronic Government Statement. The IEG3 return is an essential part of the national monitoring process for assessing electronic local service delivery capability against the 2005 target. It is also an important feedback mechanism for assessing progress and the use of IEG funding in individual local authorities.
- 4.2 The format of the IEG return has been changed. The revised format is intended to simplify the process by moving to a self-assessment approach. The self-assessment is based on a traffic light indication of progress against given project classifications whereby:
- **Red status** indicates that work is at the research stage, being piloted before a wider rollout across the authority or planned but not yet approved for funding.
 - **Amber status** indicates that work has been approved for funding and is actively being implemented.
 - **Green status** indicates that projects have been actioned or implemented or particular standards achieved with plans for extended rollout across the authority.
 - **Black status** indicates that elements on the pro forma are not planned or are awaiting the outcome of ODPM national project work or that they are not applicable to particular types of authority.

4.3 A draft version of the IEG3 submission is attached at Appendix A.

4.4 The draft IEG3 submission indicates that the Council is making good progress towards the e-government targets. There are some initiatives that the Council is not currently pursuing (e.g. the use of smart cards or digital television). These projects are being developed as national pathfinders and the electronic governance team feel that it is prudent to evaluate the outcome of the pathfinder projects ahead of dedicating resources to local implementation projects.

5. PREPARING THE ORGANISATION FOR ELECTRONIC SERVICE DELIVERY

- 5.1 In 2002, the District Auditor reviewed the Council's preparations to deliver its vision for electronic governance. The District Auditor's review took into account the progress that the Council has made in taking forward the e-governance agenda and assessed the measures required to strengthen and improve the Council's processes to help ensure that the vision for electronic service delivery is achieved. The District Auditor acknowledged that good progress was being made, particularly in respect of the implementation of information and communications technology (ICT) projects.
- 5.2 The District Auditor's report strongly indicated that effort should now be directed towards the organisational development activities needed to gain commitment and raise awareness of the e-governance strategy. For electronic service delivery to become a reality customer facing operations at the front end (e.g. web site, contact centre or local information office) will need systems that are fully integrated with

“back office” operations. This will require changes to current operating procedures and a change in thinking.

5.3 The electronic governance team have identified a number of activities in order to stimulate the necessary changes to **normalise** electronic service delivery. These activities include:

- Producing an action plan to promote awareness of electronic service delivery within the Council organisation, with partner organisations and with the public.
- Promoting the approach being taken to develop the Customer Services Contact Centre ensuring that opportunities to channel high volume enquiries and service requests through the Contact Centre are identified in service plans and best value reviews.
- Developing a co-ordinated strategy to deliver ICT training to employees, members and partners (where appropriate) in order to optimise the use of ICT within the organisation and in the delivery of services.
- To actively promote the use of ICT at local information offices, ensuring that “back office” processes and information systems are aligned to complete the transaction at the point of contact, wherever possible.
- To develop new standards of customer care to ensure a consistent approach to the adoption and use of available technologies (e.g. use of e-mail, voice mail call centre software and access to the internet).
- To develop SMART targets for e-governance projects in order to measure and plan for benefits realisation.

5.4 Most significantly it will be vital to review key business processes to ensure that opportunities are taken to use ICT more effectively to deliver services to the public and to support the work of Members. Examples of these key business processes and the anticipated outcome are set out in the table below.

Key Business Process	Aim / Outcome
Procurement of goods and services	Procurement of goods and service using the internet to access on-line catalogues and to ensure that the process from requisition to cheque production is handled electronically.
Administrative support for Members from report production and distribution to meetings management and further development of the Members portal.	To reduce the amount of paper based documents produced and distributed. To encourage more electronic working between Members and officers.
To undertake large-scale consultation exercises with the public using electronic means such as web based surveys and SMS messaging.	To undertake more frequent surveys and consultation exercises and to process the results more quickly to aid responsive decision-making.
Human Resources Information Management	To provide a Human Resources management system covering recruitment, job application processing, contract administration, training, employee monitoring and payroll processing.

- 5.5 The processes identified in the table above are not exhaustive but are considered to be good areas to start a programme of business process reviews. There are further opportunities to review processes relating to planning, environmental health, housing and elections management. It is proposed to promote that the **service planning process** places a greater emphasis on the opportunities to use ICT more effectively to deliver the objectives of the e-governance strategy.
- 5.6 A good example of a service delivery model being designed to use these access channels most effectively is in the operational processes being developed to provide car-parking clocks. Applications and payments will be processed via the web site, local information offices or the Customer Services Contact Centre (whichever the customer prefers).

6. FINANCIAL IMPLICATIONS

- 6.1 The current focus for investment in ICT is to enable **electronic service delivery**. The Council is making good progress in implementing the Electronic Governance strategy. The Council has attracted grant funding of £400,000 from the Office of the Deputy Prime Minister in the past two years, based on the progress set out in its IEG statements (numbers 1 and 2).
- 6.2 The council has also been successful in a partnership bid with the New Forest Legal Services Partnership in securing additional grant funding of £200,000.
- 6.3 The required financial investment to complete the implementation of electronic service delivery has been calculated and is included in the expenditure plan bids going forward at the present time.

7. CONCLUSION

- 7.1 The guidance notes provided by the Office of the Deputy Prime Minister (ODPM) for completing the IEG3 submission contain clear references to ensuring that the service delivery models are reviewed to ensure that technology is used to maximum effect. The government wants to see a return on investment for the sums invested in preparing for electronic service delivery. The expectation is that councils will be able to increase their capacity to deliver excellent services through a blend of access channels. The challenge is ensuring that the “back office” processes are capable of fulfilling a service request issued via the web site or contact centre for example.
- 7.2 The electronic governance team has been focussing attention on how to achieve the necessary changes in order to “normalise” electronic service delivery into the council’s operations. Promoting awareness of electronic governance both inside the organisation and outside with our customers and partners is a good starting point but more work needs to be done on managing this process of change. The electronic governance team are developing an action plan to assist with this process.

8. PORTFOLIO HOLDER COMMENTS

- 8.1 The vision for electronic governance is becoming more clearly defined as good progress is made. The keenness displayed by both members and employees to participate illustrates the strong desire across the Council to see our goal achieved. I wholeheartedly support the recommendations.

9. RECOMMENDATIONS

- 9.1 That Members note the progress to date in implementing the electronic governance strategy.
- 9.2 That Members support the production of an action plan to assist in developing the organisation to fully enable electronic service delivery.

For further information please contact:

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OFFICE OF THE
DEPUTY PRIME MINISTER



IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2003 (IEG3)

Proforma

This is the proforma for IEG3 returns. The deadline for submission of returns is Monday 10 November 2003.



local e-gov

IMPLEMENTING ELECTRONIC GOVERNMENT RETURNS 2003 (IEG3)

Introduction

This IEG3 return is an essential part of the national monitoring process for assessing electronic local service delivery capability against the 2005 target and supports the aims of the National Strategy for local e-government (localegov.gov.uk). It is also an important feedback mechanism for assessing progress and the use of IEG funding in individual local authorities.

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

- introducing comprehensive performance assessments and action plans, and securing a progressive improvement in authorities' scores;
- overall annual improvements in cost effectiveness of 2% or more; and
- assisting local government to achieve 100% capability in electronic delivery of priority services by 2005, in ways that customers will use.

The above performance targets also form part of the Public Service Agreement for Local Government and the ODPM is working in partnership with local authorities and their representative national organisations to help achieve the specified objectives.

The format of the IEG return is subject to extensive consultation. Last year, this helped to achieve a 100% return rate of IEG2 submissions from local authorities. This year, the format of the IEG3 return is intended to simplify the process further for local authorities and move towards a self-assessment approach. In order to maintain consistency with the statistical elements of IEG2, tables on BVPI 157 and resources remain unchanged from last year. Successful completion of the IEG3 return also demands awareness of the ODPM's National Strategy for Local e-Government published in November 2002 (localegov.gov.uk/nationalstrategy).

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 in delivering improvements as part of a wider strategy for improvement planning.

The new proforma format for IEG3 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. "Excellent" CPA authorities are requested to complete this plan in order to assist in benchmarking national progress and to demonstrate their commitment to e-government. In particular, the third year of IEGs represents an

opportunity for self-assessment, benchmarking and measuring progress on key factors. The use of the IEG process to gather data on key areas was successfully pioneered in IEG2.

This proforma is intended to standardise Implementing Electronic Government (IEG) returns for 2003. It has been prepared for English County, District, Unitary Councils, London Boroughs, National Park Authorities, the Corporation of London, the Greater London Authority, London Development Agency, Transport for London who are subject to the Best Value Performance Indicator 157 and have been requested to prepare these statements.

[Separate guidance is being prepared for Single Purpose Fire Authorities in England on the preparation of IEG Statements for 2003.]

Funding

A formal announcement regarding IEG funding for 2004/5 and 2005/6 will be made later this year. You should complete this return on the basis that it will inform the distribution of £175 million of available capital funding from the ODPM for local e-government in 2004/5 and £96.5million in 2005/6.

Completeness

Failure to complete any elements of this proforma may result in the withholding of IEG3 funding for 2004/5. You should consult with relevant members of the ODPM's local e-government team for clarification of what is required.

Approval

It is important that the information contained in your completed IEG3 proforma is approved by the Council before submission and that adequate time for this is built into the timetable.

Submission

The deadline for the submission of IEG3 statements is **Monday 10 November 2003**.

Please submit them by e-mail to localegov@odpm.gsi.gov.uk. Copies of this IEG3 proforma can be found at localegov.gov.uk. An online version of this form can be accessed at the Improvement & Development Agency's (I&DeA) Electronic Service Delivery (ESD) toolkit (esd-toolkit.org).

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

1. Priority Services

In no more than 1,000 words, please give a summary of how e-government will improve services and outcomes for citizens in your authority in terms of the seven shared priorities for local government¹ and any additional local priorities, i.e.

- Raising standards across our schools
- Improving the quality of life of children, young people, families at risk and older people
- Promoting healthier communities by targeting key local services, such as health and housing
- Creating safer and stronger communities
- Transforming our local environment
- Meeting transport needs more effectively
- Promoting the economic vitality of localities

Introduction

The Council is responding to opportunities provided by Information and Communications Technology (ICT) to add value to the way it interacts with its customers and to achieve better joined up working between the various agencies that serve the people of the New Forest.

The Council's Vision for Electronic Governance

The Council's stated vision for Electronic Governance is to ***modernise the Council's service provision by fully utilising ICT to enable joined up working with partners and to provide seamless services to customers when and where they are required to a consistently high standard.***

We are working closely with our partners in the Hampshire and Isle of Wight e-government partnership (see hiow.gov.uk/ieg3) in order to:

- encourage joined up working for the benefit of our citizens
- share experience and resources to increase capacity and reduce the implementation costs of projects
- identify the scope for joint procurement.

Progress Since IEG 2 (July 2002)

Since producing the IEG 2 Statement we have made considerable progress on the following initiatives:

- implementing a greatly improved web site providing a good range of content, links to other sites and transaction capability (e.g. making on-line payments and booking services).
- Introducing a phased development programme for a council-wide contact centre. The first phase is fully operational and covers services such as cleansing, grass cutting and abandoned vehicles, electoral registration, job applications and car parking permits.
- Implementing a web-based suite of financial systems positioning us to introduce e-procurement during 2004/05.
- Opening a new multi-agency information office (comprising CAB, Town Council, County and District Council services) in one of our large town centres (New Milton).
- Working with our Town and Parish Councils to develop web sites and to establish secure access to the Internet on their behalf.

¹ See odpm.gov.uk/news/0207/0033.htm

Using E-Governance to Deliver Our Priorities

Electronic governance has a major role to play in the way that key services are delivered, and in the corporate management of the Council. The Council's corporate plan ***Heart of the Forest*** (see www.nfdc.gov.uk/corporateplan) is aimed at improving the quality of services and the strength of community leadership. New Forest District Council is actively engaged in working with others through the New Forest Local Strategic Partnership (NFLSP) to produce a Community Strategy.

The NFLSP (which brings together representatives from the public, private and voluntary sectors) has already identified a number of local priorities including: education and life-long learning, the local economy, housing, crime and disorder, health, environment, children and young people, older people, leisure, social inclusion, transport and tourism. These local priorities are closely aligned to the seven shared service delivery priorities for local government:

Improving Services and Outcomes for Citizens

We are using electronic means to improve services and outcomes for our customers (residents, visitors and businesses). Examples of how this is being done in line with our shared priorities are set out below:

Children and young people

- by providing convenient access channels to obtain information on employment, health and parenting via our web site and the HIOW web based catalogue of services.
- by using tailored e-surveys and questionnaires (currently using the web site but with plans to use SMS text).

Creating safer and stronger communities

- by implementing CCTV throughout the district.
- by supporting information partnerships with police and social services (e.g. on drug related crime).

Transforming our local environment

- by establishing a contact centre approach to co-ordinate cleansing, refuse collection, street scene, waste recycling, abandoned vehicles and local emergency services (e.g. flooding).
- by enabling our contractors to be notified of problems electronically.

Promoting healthier communities by targeting key local services, such as health and housing

- by working with health partners to raise awareness of healthy life styles, and promoting fitness and facilities through our recreation centres web sites.
- by supporting the homelessness services (e.g. posting choice based lettings information and feedback via our web site).
- by enabling housing repairs requests to be reported on line using the web site
- by introducing electronic document management and workflow technology to the housing service to enable estate based working.

Promoting the economic vitality of localities

- by providing support for local businesses with improved access to information.
- by enabling easier payment facilities for NNDR.
- by ensuring prompt payment to suppliers (many of them based locally) through state of the art financial systems
- by promoting local e-procurement (a pilot project is underway).
- by producing tailored e-surveys and questionnaires.
- by promoting sustainable tourism through a purpose-built web site
- by developing a partnership information network (an extranet for the New Forest Tourism Association).

Social Inclusion

- by enabling access to employment, housing and education opportunities via the web site, local information offices and public access points.
- by developing web sites and Internet access for Town and Parish councils.

Meeting transport needs more effectively

- by providing information on transport services to support the HLOW joint catalogue of services.
- by introducing new access channels to help to reduce journeys to and between council offices (e.g. a network of local information offices with access to key information systems including video conferencing facilities for remote interviews and a comprehensive contact centre).

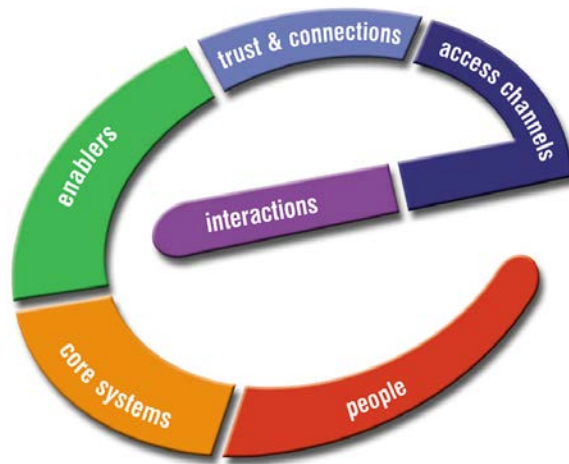
Conclusion

Our vision for 1st January 2006 will bring significant and tangible outcomes for our citizens including:

- Speeding up key processes and the ease with which customers can engage Council services.
- Encouraging more people of the New Forest and the wider community, including the business community to interact more frequently with the Council.
- Improving the first line response to customers (by developing more joined-up working).
- Extending opening hours.
- Providing more information to customers, citizens and other stakeholders.
- Recognising the importance of diversity in the ways that customers wish to contact the Council.

(Words 960)

2. Self-Assessment of Local e-Organisation



The National Strategy – Model of the local e-organisation

You are asked to summarise the plans and progress of your local authority according to the *six* parts of model of the local e-organisation, as presented in the ODPM's National Strategy for Local e-Government published in November 2002 (see localegov.gov.uk/nationalstrategy). The model provides a checklist of work areas against the e-organisation themes, or building blocks of local e-government - interactions, access channels, trust & connections, enablers, e-business and organisational development. Please refer to localegov.gov.uk for further description of the elements of this model, together with associated National Projects. Further information about these building blocks is also available from the I&DeA's Knowledge website at idea.gov.uk/knowledge. **Do not amend this form or append any items to it** and please restrict all explanatory notes to the comment column.

Not all the elements in the proforma checklist 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 "black" in 2005/6.

Traffic Light Status: availability against 31 December 2005 target date for local e-government	Status at 31/03/02	Status at 31/03/03	Anticipated Status at 31/03/04	Anticipated Status at 31/03/05	Anticipated Status at 31/03/06	
<p>Local e-organisation:</p> <p>Black = Not part of current local e-government strategy or not applicable</p> <p>Red = Preparation & planning – to include projects that are being planned or being piloted</p> <p>Amber = Implementation stage – roll out of approved projects</p> <p>Green = Fully implemented – projects completed & implemented</p> <p>e.g. for progress against a particular element you might enter:</p>	2001/02	2002/03	2003/04	2004/05	2005/06	<p>Comment</p> <p>e.g. “black” status may include elements on the proforma that are not planned, or awaiting the outcome of ODPM National Project work or partnership activity, or areas on the proforma that are not applicable to particular types of authority. Limited areas of “black” are perfectly acceptable on this proforma as a reflection of local circumstances and prioritisation of e-government work and investment.</p> <p>e.g. “red” status should be applied to all elements on the proforma where work is at the research stage, being piloted before wider rollout across the authority/partnership, or planned but not yet approved for funding.</p> <p>e.g. “amber” 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. “green” 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.</p>
	Red	Red	Amber	Amber	Green	

<p>Interactions</p> <p>Note: The Best Value Performance Indicator (BVPI) 157 provides a measure of the number of types of interactions (or contact) between the citizen and the council that are enabled for electronic delivery as a percentage of those that are available.</p> <ul style="list-style-type: none"> Progress towards 2005 target for the 100% e-enablement of local services 	Amber	Amber	Amber	Amber	Green	Progress is in line with annual targets
<p>Access Channels</p> <p>Note: Access channels are the various routes through which people might contact, or be contacted by, local service providers to undertake electronically enabled interactions.</p> <ul style="list-style-type: none"> Publication of approved strategy for development of access channels Local service websites (tailored to achievement of transactional status² for corporate “.gov.uk” website) Specialist portals for local authority services in two-tier areas Contact centres (e-enabled & dealing with at least 80% of incoming telephone calls to the local authority) Establishment of fully e-enabled one stop shops for face-to-face customer contact Use of mobile technology for home visits / supported access services Establishment of Interactive Digital TV service 	Amber	Green	Green	Green	Green	<p>Access channel strategy has been refined following consultation and research (locally and regionally)</p> <p>Implementing e-forms during 2003/04</p> <p>HIOW joint catalogue of services including link to NHS net</p> <p>Expanding existing Customer Services Call Centre. Currently engaged in change management process</p> <p>Currently rolling out access to key departmental information systems (e.g. Revenues and Benefits)</p> <p>Planning to identify appropriate services to use these facilities</p> <p>No immediate plans to utilise DTV. There are commercial/geographical constraints in our district that will need to be overcome</p>

² socitm.gov.uk, as defined in SOCITM (2003) *Better Connected 2003: a snapshot of all local authority websites*, Society of Information Technology Management, Northampton, p23.

<ul style="list-style-type: none"> E-democracy – participation in the electoral modernisation pilots for electronic voting or electronic counting E-mail & Internet access provided for all Members Engagement with intermediaries re delivery of e-government services (e.g. Citizens Advice Bureaux) 	Black	Black	Black	Red	Amber	<p>Regularly monitoring developments in this area. Await more information on national projects</p> <p>Examples include Forest Local Access Project using e-forms and video conferencing technology to link agencies (for assisted interviews) and a Multi Agency (e-enabled office) in New Milton town centre</p>
<p>Trust & connections</p> <p>Note: For the public sector to share information easily and securely, it is essential to operate within a framework of technical and legislative standards.</p> <ul style="list-style-type: none"> Use of Government Gateway (e.g. for secure authenticated transactions) (see govtalk.gov.uk/gateway_partn_ernlink) Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see egifcompliance.org & govtalk.gov.uk) Adoption of Guidelines for UK Government Websites (see envoy.gov.uk/oeo/oeo.nsf/sections/webguidelines-handbook-top/\$file/handbookindex.htm) Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see w3.org/WAI) 	Green	Green	Green	Green	Green	<p>Awaiting outcome of national project/products to assist with implementation (e.g. secure benefits payments)</p> <p>Currently comply with all standards (except standards for metadata)</p>
	Red	Red	Amber	Green	Green	
	Red	Red	Amber	Green	Green	

<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 lcd.gov.uk/foi/foidpunit.htm & pro.gov.uk/recordsmanagement/access/default.htm) 	Red	Red	Amber	Green	Green	Awareness raising exercise is complete. Organisational arrangements to comply with FOI are in place
<ul style="list-style-type: none"> Establishment of corporate information management policy (e.g. covering management of information assets, evidence for accountability, security, assurance, disaster & contingency planning) 	Amber	Amber	Amber	Green	Green	Work is in hand to update disaster recovery and continuity planning arrangements to take account of FOI, Data Protection and Risk Management requirements
<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 lcd.gov.uk/consult/datasharing/datashare.htm & govtalk.gov.uk/documents/eTrustguidegovtalk.rtf) 			Red	Amber	Green	Work is underway locally and via the Hants and Isle of Wight e-government partnership to publish a Trust Charter on the web site
<ul style="list-style-type: none"> Establishment of partnerships for the joint (aggregated) procurement of broadband services 	Green	Green	Green	Green	Green	Hampshire Public Services Network (Sponsored by the Hants and Isle of Wight e-government partnership board)
<ul style="list-style-type: none"> Compliance with BS 7799 on information security management 			Red	Amber	Green	No plans to pursue accreditation although good security practice has been acknowledged by District Audit and we aim to comply with the standard in 2005/06 to enable secure working with partners

Enablers						
<p>Note: Enablers refers to the computer systems, or ‘middle-ware’, used to support access channel policy and provide the link to core business and information systems. You should only “green” traffic light the items below where enterprise-wide systems or policies have been implemented.</p>						
<ul style="list-style-type: none"> • Use of smart cards to support service development & delivery 	Black	Black	Black	Black	Red	Two partners in HIOW e-government partnership are leading on national pathfinder projects. We will look to partner with them on potential applications in 2005/06
<ul style="list-style-type: none"> • Corporate use of Customer Relationship Management (CRM) software 	Red	Amber	Green	Green	Green	Using "in-house" CRM since 2001. The system has been greatly enhanced during 2003/04
<ul style="list-style-type: none"> • Corporate use of Geographic Information Systems (GIS) (e.g. for map-based data presentation) 	Green	Green	Green	Green	Green	
<ul style="list-style-type: none"> • Corporate ICT support and documented policy for home working (teleworking) by staff 	Red	Amber	Green	Green	Green	Pilot commenced in 2001. Opportunities for an extended and structured roll out programme are being explored
<ul style="list-style-type: none"> • Use of telemetric systems for remote monitoring & signalling, e.g. helping older people remain in their homes 	Green	Green	Green	Green	Green	
<ul style="list-style-type: none"> • Establishment of corporate Intranet 	Green	Green	Green	Green	Green	
<ul style="list-style-type: none"> • Corporate use of Document Image Processing & Workflow systems 	Red	Red	Red	Amber	Green	DIP/workflow well established in key service areas. Corporate development will be driven by Contact Centre (CRM) approach
<ul style="list-style-type: none"> • Application of Knowledge Management (KM) systems & techniques for service improvement 	Black	Black	Red	Amber	Green	Joint catalogue of services (HIOW e-government partnership) adhering to metadata standards e.g. APPLAWS
<ul style="list-style-type: none"> • Establishment of corporate policy on electronic records management 	Red	Red	Amber	Green	Green	Being developed to link work on FOI, data protection and Human Rights legislation

Core Systems						
<p>Note: Successful e-government comes from integrating corporate office support and processes with e-enabled services. Core systems refer to the core business processes of the e-enabled organisation.</p>						
<ul style="list-style-type: none"> • Use of systems to enable e-procurement 	Red	Red	Amber	Green	Green	Partner organisation on OGC e-procurement standard definition project
<ul style="list-style-type: none"> • Upgrade of financial information systems to support e-government 	Green	Green	Green	Green	Green	
<ul style="list-style-type: none"> • Upgrade of office systems to support e-government, e.g. web-enabling legacy systems 	Red	Amber	Amber	Green	Green	We have a high degree of reliance on third party (software vendors) to help us to achieve this objective
<ul style="list-style-type: none"> • Upgrade of Human Resources & payroll systems to support e-government 	Red	Red	Amber	Green	Green	
<ul style="list-style-type: none"> • Upgrade of asset management systems to support e-government 	Red	Red	Amber	Green	Green	
<ul style="list-style-type: none"> • Link to National Land & Property Gazetteer (NLPG) (nlpg.org.uk) 	Red	Red	Amber	Green	Green	
<ul style="list-style-type: none"> • Automated interface with National Land Information Service (NLIS) hub (nlis.org.uk) 	Red	Amber	Green	Green	Green	
<ul style="list-style-type: none"> • Upgrade of income collection systems to support e-government 	Amber	Green	Green	Green	Green	
						We have implemented e-payments facilities for credit/debit cards and continue to promote payment by direct debit.

People						
<p>Note: This part of the e-organisation model refers to the internal organisation and management practices of the council that are required to help deliver the people changes necessary for e-government.</p>						
<ul style="list-style-type: none"> • Circulation of National Strategy checklist to Chief Executive and all Councillors (see localegov.gov.uk/nationalstrategy) 		Green	Green	Green	Green	Via IEG 2 statement
<ul style="list-style-type: none"> • Establishment of formally constituted partnership working to help deliver e-government: <ul style="list-style-type: none"> - Local Strategic Partnership (LSP) - Partnership working with other local authorities - Public Private Partnership (PPP) 		Green	Green	Green	Green	HLOW e-government partnership. <ul style="list-style-type: none"> • See hiow.gov.uk/IEG3 • New Forest Local Strategic Partnership • We work closely with commercial partners on e-government projects (e.g. development of Status CRM). We have not yet become involved in formal PPPs
<ul style="list-style-type: none"> • Incorporation of e-government into Community Strategy 			Amber	Green	Green	Draft Community strategy being published in December 2003
<ul style="list-style-type: none"> • Appointment of member & officer e-champions 	Green	Green	Green	Green	Green	
<ul style="list-style-type: none"> • Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act) 			Green	Green	Green	
<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 		Amber	Green	Green	Green	Risk Management Strategy to be updated to incorporate electronic service delivery (e.g. Project Management, Contact Centre working, home working, e-payments, FOI and data protection)

<ul style="list-style-type: none"> • Use of customer consultation/research to inform development of corporate e-government strategy • Establishment of policy for addressing social inclusion within corporate e-government strategy • Establishment of internal targets & measures for e-services, including: <ul style="list-style-type: none"> - Customer take up - Customer satisfaction - Value for money / cost effectiveness • Use of project management methodologies (e.g. PRINCE2) • Establishment of e-skills training programme for staff (e.g. European Computer Driving Licence) • Use of networked technologies to support e-learning 	<p>Green</p> <p>Green</p>	<p>Green</p> <p>Green</p> <p>Green</p>	<p>Green</p> <p>Green</p> <p>Amber</p> <p>Green</p> <p>Red</p> <p>Red</p>	<p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Amber</p> <p>Amber</p>	<p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p>	<p>Consultation with customers undertaken within the district using the Citizens' Panel and via the HIOW e-government partnership (using consultants)</p> <p>Access channel strategy aims to support diversity. E-government strategy includes projects that promote social inclusion</p> <p>Publicity on electronic service delivery to raise awareness and identify demand levels is underway. The e-governance team is preparing to develop SMART targets for ESD during 2004/05</p> <p>Head of HR and Head of ICT working on ICT skills training strategy</p> <p>Intranet based training (ICT courses, Induction and Health and Safety) is being piloted for employees and members</p>
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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 recommended to validate your local list of interactions against the list of process area interactions for all customer facing local authority services contained in the I&DeA's ESD toolkit (esd-toolkit.org).

BVPI 157 Interaction Type	Actual		Forecast		
	2001/2	2002/3	2003/4	2004/5	2005/6
Providing information: <ul style="list-style-type: none"> • Total types of interaction e-enabled • % e-enabled 	No detailed data	277 75%	277 88%	277 100%	277 100%
Collecting revenue: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	No detailed data	14 71%	14 86%	14 100%	14 100%
Providing benefits & grants: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	No detailed data	5 100%	5 100%	5 100%	5 100%
Consultation: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	No detailed data	43 86%	43 84%	43 100%	43 100%
Regulation (such as issuing licences): <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	No detailed data	35 63%	35 63%	35 74%	35 100%
Applications for services: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	No detailed data	66 67%	66 71%	66 89%	66 100%
Booking venues, resources & courses: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	No detailed data	60 73%	60 100%	60 100%	60 100%
Paying for goods & services: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	No detailed data	28 43%	28 100%	28 100%	28 100%
Providing access to community, professional or business networks: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	No detailed data	18 33%	18 56%	18 100%	18 100%
Procurement: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	No detailed data	4 25%	4 50%	4 100%	4 100%
TOTAL <ul style="list-style-type: none"> • TYPES OF INTERACTION E-ENABLED • % E-ENABLED 		550 71%	550 85%	550 97%	550 100%

It is anticipated that authorities will base their annual BVPI 157 actuals/estimates on the position at the 31st March in each financial year, with the exception of 2005/6 when the position at 1st January 2006 is required.

4. Access Channel Take-Up

In order to demonstrate public take-up of the main e-access channels that you are investing in up to 2005/6, you are asked to complete the table below detailing actual and forecast figures for numbers of e-enabled payment transactions, plus street light failure reports / abandoned vehicles. (County councils and all-purpose authorities should complete figures for street light failure reports, whilst district councils should complete figures for abandoned vehicle reports). 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.

E-enablement & Main E-Access Channel Take-Up	Actual ('000s)		Forecast ('000s)			Comment
	01/2	02/3	03/4	04/5	05/6	
Local Service Websites <ul style="list-style-type: none"> Page impressions (annual) Unique users, i.e. separate individuals visiting website (annual) Number of e-enabled payment transactions accepted via website Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via website 	1.5M 55.4K N/A 0	2.5M 68.3K N/A 0	2M 80K 400 100	2.5M 95K 1,000 300	3.5M 120K 3,000 500	After relaunch of website Jan 03, physical number of pages dramatically reduced (1 new scrolling page = 2 - 8 old screen length pages)
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> <ul style="list-style-type: none"> Number of e-enabled payment transactions accepted by telephone Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via telephone 		2,345	12,500 2,345	17,500 2,000	19,000 1,500	Started Oct 03 via Contact Centre. (Sale of Car park permits approx. 10,000pa)
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> <ul style="list-style-type: none"> Number of e-enabled payment transactions accepted via personal contact Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via personal contact 	0	0	1,000 100	3,000 100	5,000 100	
Other Electronic Media <i>(e.g. BACS, text messaging):</i> <ul style="list-style-type: none"> Number of e-enabled payment transactions accepted via BACS or other electronic form Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via other electronic media 	595,300	613,200	642,400	700,000	750,000	
Non Electronic <i>(e.g. cash office, post)</i> <ul style="list-style-type: none"> Number of payments accepted by cheque or other non-electronic form Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via non-electronic form 	263,700	263,800	252,800	245,000	220,000	

5. Delivery of Key Technical Building Blocks & Priority Services

Councils are asked to indicate how key technical building blocks and priority services are to be developed and managed by indicating the relative usefulness of outputs from ODPM Pathfinder Projects, National Projects and/or partnership working with other local authorities and/or use of other means. A sliding scale from 1-5 (i.e. from 1=not useful, to 5=essential) should be used. More information about Pathfinder work and National Projects can be found at localegov.gov.uk.

National Project Technical Building Blocks & Priority Service Areas	Use of outputs from ODPM Pathfinder Project (please score between 1-5)	Use of outputs from ODPM National Project (please score between 1-5)	Partnership working with other local authorities (please score between 1-5)	Other Means (please score between 1-5)	Comment (please comment briefly on your plans for developing each named technical building block or priority service area)
Websites	3	3	1		A programme of continuous development is overseen by an Internet User Group. We are guided by SOCITM 'Better Connection' Reports.
Smart cards	3	4	1		Plan to review Pathfinder Project deliverables (Southampton and Bracknell Forest).
Interactive Digital TV	2	2	1		Plan to initiate a pilot in 2005/06 subject to availability
Mobile Technology (i.e. for home/site visits)		1	1	4	Plan to pilot using PDAs in 2005/06 (Review suppliers information)
Telemetry (i.e. remote, real time & signalling)		1	1		In use (Sheltered Housing)
Customer Relationship Management (CRM)	4	4	4		We have developed a CRM system with a private sector partner. We will review its continued use in 2005/06
Knowledge Management	3	3	5		Linked to CRM strategy
Workflow	1	1	5		In use (currently assessing HIOW Partnership preferred supplier)
e-Procurement	5	5	3		Pilot during 2003/04 full roll out in 2005/06
Schools admissions		1	1		N/A
Local Planning Services	5	5	1		We are already using the web site to deliver an electronic service
Electronic exchange of property information with Valuation Office Agency (VOA) for Council Tax & Business Rates		1	1		We currently receive changes in the form of magnetic tape. We will monitor developments to move to on-line working.
Working with business		3	2	4	We have established the New Forest Business Partnership Connectivity Group as part of the NFLSP. Currently working on a broadband services project.
Crime reduction / youth offending		1	3	5	CCTV/Information Partnerships in place
Claiming benefits		3	3	5	We are using the SX3 iWorld Product
Local e-Government Standards & Accreditation	5	5	4		We are pursuing all appropriate standards and working through the HIOW e-government partnership to develop metadata standards
Fire Services		1	1		N/A
Trading standards		1	1		N/A
Multi Agency Information Sharing	3	4	5		Hampshire and IOW e-government partnership is developing this initiative. Work on a partnership Extranet is at the planning stage.
e-Democracy		5	3		We are awaiting deliverable from pilot projects

6. Resources

Councils are asked to provide a summary of current and forecast expenditure on implementing electronic government up to 2005/6. This should include the standard elements in the table below and brief commentary on the use of IEG money. (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):

Resources	Actual (£'000s)		Forecast (£'000s)			Comment
	01/2	02/3	03/4	04/5	05/6	
<ul style="list-style-type: none"> £200,000 IEG money in 2002/3 and 2003/4 	0	200	200	200	200	Assumed funding for 2004/05 and 2005/06
<ul style="list-style-type: none"> financial contributions from EU funding 	0	0	0	0	0	
<ul style="list-style-type: none"> financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB) 	0	0	20	0	0	Telephone software for Revenues and Benefits
<ul style="list-style-type: none"> financial contribution from public-private partnerships 	0	0	0	0	0	
<ul style="list-style-type: none"> financial contribution to or from partnership projects undertaken with other organisations, including ongoing project work using ODPM Local e-Government Partnership Programme funding and work with other government departments or agencies that have an element of service e-enabling 			225			£200k LGOL Partnership funding for New Forest Community Legal Services Partnership (NFCLSP) project £25k HIOW e-gov partnership (HPSN and workflow)
<ul style="list-style-type: none"> resources being applied from internal revenue and capital budgets to improve the quality of services through e-enablement 	398	211	258	265	135	Approved Budgets (IEG2)
<ul style="list-style-type: none"> other resources (e.g. training) (please specify) 						
Sub total	398	211	258	465	335	
<ul style="list-style-type: none"> less current and projected savings produced from e-government investment 						Savings anticipated in future years based on full implementation of contact centre strategy and lower cost of engagement via internet (eg. e-procurement)
TOTAL	398	411	603	465	335	

SUBMISSION

Please make sure that your IEG3 return reaches us **by midnight on Monday 10 November 2003**.

We would prefer to receive responses by email at: **localegov@odpm.gsi.gov.uk**. You may also use the online form facilities at the I&DeA's ESD Toolkit - **esd-toolkit.org**.

General enquiries regarding the submission of IEG3 returns should be addressed to:

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Bressenden Place
London SW1E 5DU
Tel: 020 7944 4258
Fax: 020 7944 3799

FURTHER INFORMATION

Details of the National Strategy for local e-government can be found at localegov.gov.uk

Details of national infrastructure projects can be found at e-envoy.gov.uk & idea.gov.uk/ljih

Your regional IEG3 contacts at the ODPM are:

Yorkshire & Humberside – Anne Wood – anne1.wood@odpm.gsi.gov.uk

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East Midlands – Caroline Stanger – caroline.stanger@odpm.gsi.gov.uk

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North West, West Midlands - Chris Haynes – chris.haynes@odpm.gsi.gov.uk

PUBLICATION OF IEG STATEMENTS

The ODPM may wish to publish information in connection with IEG3 proformas 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 IEG3 data for benchmarking purposes. Should you wish any element of your proforma to be treated in confidence please clearly indicate this in your response. Nevertheless, all responses will be included in statistical summaries.