



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

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

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Local Context

Introduction

For detailed information about South Derbyshire District Council, please look at our Corporate Plans that can be found at <http://www.south-derbys.gov.uk>. Since the completion of our IEG4 statement, with the introduction of the Priority Services and Transformation Services document, South Derbyshire has continued to make good, effective and sustained progress towards the 2005 e-Government targets.

The internal commitment remains high at all levels, including the Corporate Management Team and Councillors. The Council has aligned the IEG targets with our Corporate Plan 2004-2007, so ensuring corporate buy-in and support, and will cascade these targets into the service plans of each directorate.

The Council's Priority Themes in our Corporate Plan are:

1. Caring for the Environment - A clean and tidy South Derbyshire. Reducing and recycling waste. Securing a high quality built and natural environment. Improving the Council's performance in Environmental matters.

e-Government Involvement in achieving priority themes:

- Informing the citizen of recycling initiatives.
- Access to service through the web-site and A-Z.
- Publishing recycling performance figures as part of the priority service outcomes.
- Allowing citizens to communicate needs for re-cycling and waste collection through multiple channels including Customer First and the Content Management System (CMS).

2. Economic Development - Regenerating the former South Derbyshire Coalfield.

Influencing strategic partners in economic development. Developing tourism.

e-Government Involvement in achieving priority themes:

- Setting up Working with Business initiatives via the National Projects.
- Making it easier to do business with the Council through the Financial Management system
- Assisting with developing tourism via the tourism portal through the web-site.
- Informing businesses and visitors to South Derbyshire via Customer Relationship Management (CRM), web-site and A-Z.

- E-Payments, Direct Debits and BACS payments all assist in meeting this aim.

3. Crime and Disorder - Reducing crime. Reducing fear of crime. Tackling anti-social behaviour.

e-Government Involvement in achieving priority themes:

- Providing information through CRM, web-site and A-Z.
- Deep linking to Safer Derbyshire.
- Reducing and removal of abandoned vehicles.

4. Improving Services - Promoting social inclusion. 'Customer First'. Improving performance.

e-Government Involvement in achieving priority themes:

- CRM, Mobile working initiatives, providing ease of access to all services across multiple channels.
- Managed procedures for dealing with complaints (CRM and web-site).
- New methods of payments across all services.
- A programme of implementing new IT systems has seen the introduction of Agresso (Financial Management System), FLARE (Environmental Health), Orchard (Housing) and PERICLES (Revenues and Benefits), all geared towards improving services.

5. Good quality homes - Quality and affordable homes for all; Meeting needs for local facilities and services.

e-Government Involvement in achieving priority themes:

- Use of CRM, web-site and A-Z to inform and facilitate access to services through multiple channels.
- Ability to pay rents by multiple channels.
- A new Housing system has been implemented to facilitate these services.

6. Leisure activities - Improving access especially for children and young people.

e-Government Involvement in achieving priority themes:

- Implementation of on-line sports booking facilities as part of Priority Outcomes.
- Information on sports facilities and how to access them via CRM, web-site and A-Z.

7. Supporting the National Forest - Priority Theme: Marketing the Forest

e-Government Involvement in achieving priority themes:

- Providing information via CRM, web-site and A-Z through multiple channels.

8. Community Leadership - Working with partners to identify and meet the changing needs and aspirations of our community.

e-Government Involvement in achieving priority themes:

- Involvement with the Derbyshire partnership.
- South Derbyshire is involved with the Local Strategic Partnership
- E-Forms are to be used to collect information on the wishes of the community.

- E-Democracy will enable Councillors to establish effective 2-way communications with citizens.

As the Council enters year-5 of the programme, many of the tools required to implement e-Government have been installed and focus is shifting towards ensuring that services are enabled using these tools. The Council continues to prove that size is not a barrier to continuous improvement and the delivery of the e-government programme.

The Priority Outcomes demonstrate that projects have continued to progress, partnership involvement continues to be strong, and plans continue to be advanced. As at July 2005 there are 15 Required or Good outcomes at the green stage. Plans in-hand lead the Council to expect to have the majority of the Required and Good Priority Outcomes implemented, either by ourselves or via deep links, and these will be at least at Amber and Green (Required by 31/12/05 and Good by 31/03/06). Since IEG4 our delivery dates have been reviewed and in certain cases moved back but they are still within the required timescale.

In order to keep control of the e-Government transformation for the Council, firm plans have been established to monitor and inform on progress throughout the programme. Although commitment to both Priority Outcomes and the Local Government Service List (LGSL) continues to be strong within the Council, achieving the targets is proving challenging, especially in terms of funding, resources and timescales. Capacity issues have arisen within the Council but through effective project management and officer's goodwill these have been overcome.

All projects are closely monitored and followed using PRINCE2 project methodologies.

Efficiency Gains

The Gershon report and efficiency gains of 2.5 per cent are recognised and e-Government is accepted as a main means of achieving these targets. This Council is committed towards making the most of limited resources and will use e-Government to help transform and gain the efficiency savings by improving the effectiveness and accessibility of services.

The Council has appointed a Head of Business Improvement, to oversee the achievement of its efficiency savings, who is aware of the e-Government requirements, in line with achieving the efficiency gains, and work closely with the e-Government team.

Partnership Working

Partnership working and collaboration continues to have a strong focus and to play a major part in the delivery of our e-Government programme. This is demonstrated by the Council's commitment to the Derbyshire Partnership, East Midlands Regional Partnership and the National Regional Partnerships. Partnership working takes a considerable amount of time to achieve results but the Council believes that as well as being a crucial part of the e-Government agenda, partnership working delivers real results.

Partnership working has seen the implementation of common A-Z, e-Forms, e-Forms Library, the launch of the Derbyshire GIS Portal, the Customer Relationship Management (CRM) and a Content Management System (CMS) for our web-site.

The Council continues to lead on the IEG in Derbyshire CRM project. In addition we are looking at the possibilities of sharing process maps with other Councils from outside our region.

The Council is working on Procurement with a view to taking this forward as a partnership project within Derbyshire (and across county borders to neighbouring councils).

ODPM Involvement

South Derbyshire has continued to closely involve the ODPM in our e-Government plans, being a regular attendee and contributor of e-Government events.

A further funding grant was approved from the ODPM to assist with several major projects that are fundamental towards the delivery of electronic services to the citizens of South Derbyshire.

Achievement of BVPI157 targets

As at July 2005 the Council has a figure of 76% of services e-enabled, this contrasts with the forecasted figure in IEG4 of 81%. The services yet to be e-enabled are clearly identified and plans to achieve the overall target of 99% e-enablement will be achieved by December 2005.

Local Progress

Activity carried out since our IEG4 statement is summarised as follows:

The launch of an updated web site, utilising a Content Management System.

Appointed a Partnership Web Manager as a part of the web-site project.

Appointed a web editor to ensure the web-site content is managed effectively and to continue it's development increasing performance and accessibility standards.

The Council's Land and Property Gazetteer continues to underpin addressing standards throughout the authority and we are regularly updating the NLPG (weekly). The GIS and LLPG Officer roles have been continued.

The Revenues and Benefits Pericles project has been reviewed and a realistic project plan defined. Progress is currently going according to plan.

Mobile working is in the process of being introduced in Revenues and Benefits and Environmental Health. In Environmental Health these units will provide a data collection service that enables information to be sent directly to the back-office.

The Council's Customer First (CRM) project continues to progress. Formal plans for the revised reception area have been completed and approved. Tenders are currently out for suppliers to implement the revised reception area. An overall scoping report to show the effect on the Council has been carried out. Service redesign is underway to make sure potential benefits from the projects is realised. The aim is to change the way we do

things to maximise efficiency, effectiveness and responsiveness by using new technology. The continuation of the Business Analyst role for CRM. South Derbyshire has been accepted as an early adopter of the Government Connects project as a means towards achieving secure authentication and secure mail services.

Section 1 - Priority Outcomes (self-assessment)

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

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R1 Parents/guardians to apply online for school places for children for the 2007 school year. The admissions process starts about a year before the beginning of the school year, e.g. September 2006 for 2007 entry.	Red 01/04/2004	Amber 01/08/2005	Amber 01/08/2005	Amber 01/08/2005
Comment: Deep links to Derbyshire and bordering County and Unitary Council web-sites for the Education Admissions process. The A-Z and contact centre will be used to direct citizens to the correct location for these services. 4.5 Update: The tools for implementation of deep links are now available via the A-Z and web-site. The ability to implement deep links relies on our partners having the appropriate functionality in place.				
R2 Online access to information about educational support services that seek to raise the educational attainment of Looked After Children.	Amber 31/03/2005	Amber 31/03/2005	Green 01/10/2005	Green 01/10/2005
Comment: Deep links to Derbyshire and bordering County and Unitary Council web-sites for Education and Social Services. The A-Z and contact centre will be used to direct citizens to the correct location for these services. 4.5 Update: The tools for implementation of deep links are now available via the A-Z and web-site. The ability to implement deep links relies on our partners having the appropriate functionality in place. Link to Derbyshire County Council's CareZone in October 2005.				
G1 Development of an Admissions Portal and / or e-enabled telephone contact centre to assist parents, carers and children in their choice of, and application to local schools	Red 01/04/2004	Red 01/04/2004	Green 01/11/2005	Green 01/11/2005
Comment: Deep links to Derbyshire and bordering County and Unitary Council web-sites and by redirecting citizens from our contact centre to the appropriate contact centre. The A-Z and contact centre will be used to direct citizens to the correct location for these services. 4.5 Update: The tools for implementation of deep links are now available via the A-Z and web-site. The ability to implement deep links relies on our partners having the appropriate functionality in place.				
If already 'green' on R1, R2 & G1 above please comment on E1 Agreed baseline and targets for take-up of online schools admissions service and educational attainment of Looked After Children. Otherwise you may leave this row blank.	Comment:			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R3 One stop direct online access and deep linking to joined up A-Z information on all local authority services via website or shared telephone contact centre using the recognised taxonomy of the Local Government Category List (see www.laws-project.org.uk).	Green 01/07/2005	Green 01/07/2005	Green 01/07/2005	Green 01/07/2005
	Comment: A programme of gathering information to comply with Local Government Category List has been put in place, with monthly reviews to monitor progress. As part of the Derbyshire Partnership, all Councils are implementing a standard A-Z solution. This enables a citizen to look at services offered in Derbyshire overall (including Police, Fire, County and District services). Our contact centre will supply information to the citizen from the A-Z and web-site so ensuring a standard and correct response is given. 4.5 Update: Our A-Z and web-site solutions have been delivered as part of the IEG in Derbyshire Partnership. The majority of information required has now been gathered.			
R4 Local authority and youth justice agencies to co-ordinate the secure online sending, sharing of and access to information in support of crime reduction initiatives in partnership with the local community.	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
	Comment: Deep links to the Project Jupiter and www.saferderbyshire.co.uk web-sites. We are part of the Derbyshire Community Safety Group and are considering how we may embrace the RYOGENS National Project. 4.5 Update: Links to the Safer Derbyshire are included from our web-site. The Council is part of the County initiative for data sharing. The Council has been accepted as an early adopter for Government Connect.			
G2 Empowering and supporting local organisations, community groups and clubs to create and maintain their own information online, including the promotion of job vacancies and events.	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
	Comment: Ability for community groups to maintain their own content through a CMS. The CMS project will improve maintenance and functionality of our web-site and will be implemented via the Derbyshire Partnership. Provision of information through the contact centre using the A-Z and web-site. 4.5 Update: Functionality has been introduced through the launch of the Council's A-Z and web-site. A full-time web editor has been appointed to help manage such content.			
If already 'green' on R3, R4 & G2 above please comment on E2 Agreed baseline and targets for customer satisfaction and efficiency savings between the supplying organisations on shared community information initiatives. Otherwise you may leave this row blank.	Comment:			
R5 Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily.	Green 01/07/2005	Green 01/07/2005	Green 01/07/2005	Green 01/07/2005
	Comment: Agendas and reports are available on the web-site. The CMS project will allow for further provision of on line reports, future meetings diary, minutes and agendas. 4.5 Update: The implementation of the CMS facilitated web-site has achieved this functionality.			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R6 Providing every Councillor with the option to have an easy-to-manage set of public web pages (for community leadership purposes) that is either maintained for them, or that they can maintain themselves.	Green 01/07/2005	Green 01/07/2005	Green 01/07/2005	Green 01/07/2005
	Comment: Ability for Members to maintain their own content through the CMS project. Laptops with broadband connection will be rolled out in 2005 to enable members to access the CMS. 4.5 Update: The implementation of the CMS facilitated website has enabled each Councillor to have their own webpage. This is currently maintained for them but plans are in place that each Councillor can maintain their own web-page.			
G3 Citizen participation and response to forthcoming consultations and decisions on matters of public interest (e-consultation), including facility for citizens to sign up for email and/or SMS text alerts on nominated topics.	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
	Comment: The CMS project will enable citizen input for consultations. e-Forms will be used as appropriate e.g. to receive feedback from citizens panel. Utilise scanning of paper forms to link in with e-Forms. 4.5 Update: Delivery of the web-site, viaCMS, has enabled the facility for on-line consultation. Any consultation has the facility to allow for citizen feedback along with the ability for 'quick polls' to be conducted via the web-site. The Council is a part of the Derbyshire Consultation group and this is in the process of considering the adoption of consultation software developed as part of a national project.			
G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
	Comment: Web Casting of Council Meetings planned. Web-site to incorporate a multimedia message from the Council. Provide video streaming and sound files on local policy issues. Digital TV under consideration as a Derbyshire Partnership solution but resourcing issues make this difficult to achieve. 4.5 Update: The council plans to launch video statements to the citizens through the web-site. Due to the prohibitive costs for web casting, we are looking at using such functionality through one of our partners.			
If already 'green' on R5, R6, G3 & G4 above please comment on E3 Agreed baseline and targets for e-participation activities, including targets for citizen satisfaction. Otherwise you may leave this row blank.	Comment:			
R7 Online public reporting/applications, procurement and tracking of environmental services, includes waste management and street scene (e.g. abandoned cars, graffiti removal, bulky waste removal, recycling).	Amber 01/07/2005	Amber 01/07/2005	Green 01/10/2005	Green 01/10/2005
	Comment: Work with other agencies such as fire and police e.g. abandoned vehicles. Provision of information and means of application for service through the A-Z, Council web-site (including e-forms and self service) and partner websites (such as derbyshiremaps.derbyshire.gov.uk). 4.5 Update: Application for service delivery is available through our web-site and contact centre e.g. bulky waste and abandoned vehicles. Partner links via web-site.			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R8 Online receipt and processing of planning and building control applications.	Green 01/11/2004	Green 01/11/2004	Green 01/11/2004	Green 01/11/2004
	Comment: Planning Portal at stage 3. Full on-line submission and monitoring of planning and development control now available. 4.5 Update: The Council continues to improve this section of the web-site, working towards Pendleton targets.			
G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
	Comment: Derbyshire Maps released spring 2004 (see derbyshiremaps.derbyshire.gov.uk). This allows GIS based information to be displayed relevant to postcode. A text-based property display facility is being developed. 4.5 Update: The Council is part of an ODPM sponsored pilot, administered through the Regional Partnership at the EMRLGA, to provide GIS-based property information - The Single Property Account.			
G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes.	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
	Comment: The Council does not provide trading standards facilities. Deep links to Derbyshire County Council web-sites for trading standards information. The A-Z and contact centre will be used to direct citizens to Derbyshire County Council who provide this service. Plans for scanning forms in and use e-forms for transfer of documents to partners. 4.5 update: No additional information.			
G7 Use of technology to integrate planning, regulation and licensing functions (including Entertainment Licensing and Liquor Licensing) in order to improve policy and decision-making processes around the prevention of anti-social behaviour.	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
	Comment: In house system used to conduct searches and allow planning conditions to be applied across divisions. An integrated planning and land charges system has been implemented. Investigating the use of PARSOL to meet licensing regulations. 4.5 Update: Waiting to proceed with PARSOL implementation for Regulatory Services on-line. Scheduled to start August 2005.			
If already 'green' on R7, R8, G5, G6 & G7 above please comment on	Comment:			
E4 Agreed baseline and targets for take-up of planning and regulatory services online, including targets for customer satisfaction and efficiency savings.				
Otherwise you may leave this row blank.				

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R9 Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/03/2006
Comment: Financial Management System implemented to facilitate paperless invoicing and ordering. e-Payments and BACS facilitate paperless payments. e-Tendering tools are in place, implementation throughout the council will realise some efficiency gains. e-Procurement solution has to be linked to a market place, this will be achieved through the Derbyshire Partnership. 4.5 Update: An independent report commissioned by the National e-Procurement Project has indicated that the Council is making good progress on e-Procurement. The Council has recently implemented a policy of only paying suppliers by BACS and current figure indicate that about 80% of all transactions are now made this way. The Council is planning to be a part of the Derbyshire Partnership group for adopting a common marketplace and has plans to explore using collaboration with local authority neighbours residing locally, such as East Staffordshire Borough Council and North West Leicestershire District Council.				
G8 Establishment of a single business account (i.e. a cross-departmental 'account' run by the local authority whereby businesses are allocated a unique identifier that can be stored and managed via a corporate CRM account facility supporting face-to-face, website and contact centre transactions).	Red 01/09/2005	Red 01/09/2005	Red 01/09/2005	Green 31/03/2006
Comment: A unique Single Business Account identifier will be allocated via CRM, including requirement to link this into the Financial Management System. The CMS project will include a review and update of Working with Business web site content. The web site, A-Z and contact centre will be used to provide businesses with relevant services. 4.5 Update: With the implementation of the web-site via CMS and the appointment of new economic development staff, progress can now be made towards implementing the Single Business Account.				
G9 Regional co-operation on e-procurement between local councils.	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
Comment: Explore links with Derbyshire partners and across county boundaries to neighbouring Local Authorities. 4.5 Update: The Derbyshire Partnership has developed an e-tendering solution and is seeking to formalise the adoption of a Marketplace by end of July 2005. The Council has declared an interest in using the partnership solution.				
If already 'green' on R9, G8 & G9 above please comment on E5 Access to virtual e-procurement 'marketplace'.	Comment:			
E6 Inclusion of Small and Medium Enterprises (SMEs) in e-procurement programme, in order to promote the advantages of e-procurement to local suppliers and retain economic development benefits within local community.	Comment:			
E7 Agreed targets (please specify) for efficiency savings by December 2005, including the % of undisputed invoices paid in 30 days (BVP18). Otherwise you may leave these rows blank.	Comment:			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R10 Online facilities to be available to allow payments to the council in ways that engender public trust and confidence in local government electronic payment solutions (e.g. email receipting/proof of payment, supply of automatic transaction ID numbers).	Green 01/11/2004	Green 01/11/2004	Green 01/11/2004	Green 01/11/2004
Comment: e-Payments can be made via the web site or by telephone touch-tone for services. MOTO (Mail Order/Telephone Order) in place to enable officers to take payments from citizens. Major e-Payments launch to take place before 2005 Council Tax bills distributed. 4.5 Update: No additional information.				
R11 Delivery of 'added value' around online payment facilities, including ability to check Council Tax and Business Rate balances online or via touch tone telephone dialling.	Amber 01/01/2005	Amber 01/01/2005	Green 01/11/2005	Green 01/11/2005
Comment: Functionality to enable ability to check Council Tax and Business Rate balances on-line or via touch tone telephone dialling. Kiosks to be provided in South Derbyshire to enable access to balance enquiries. 4.5 Update: A solution for the checking of on-line balances is currently being developed. The Council has been accepted as an early adopter of Government Connect for secure authentication.				
G10 Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	Amber 01/10/2004	Amber 01/10/2004	Amber 01/10/2004	Green 31/03/2006
Comment: Baseline statistics have been collected for IEG4 statement, this will provide a benchmark for future comparisons. Procedures are in place (via e-Payments and CRM) to provide subsequent figures to demonstrate efficiency savings are made. 4.5 Update: A Head of Business Improvement has been appointed oversee the Council's production of efficiency gain targets.				
G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	Amber 01/09/2004	Amber 01/09/2004	Green 01/10/2005	Green 01/10/2005
Comment: Plan to enable direct debits to be set up electronically (i.e. no paper). The Council is ready to take Valuebill as it is released. 4.5 Update: Internal system amended to enable e-billing to be implemented via a third party supplier. The supplier has been selected and trials have begun.				
If already 'green' on R10, R11, G10 & G11 above please comment on	Comment:			
E8 Provision of facilities for making credit or debit card payments via SMS text message for parking fines (mobile phone).				
E9 Adoption of smart cards as standard for stored payments (e.g. replacing swipe cards).	Comment:			
E10 Agreed baseline and targets for reductions in unit costs of payment transactions	Comment:			
Otherwise you may leave these rows blank.				
R12 Online renewal and reservations of library books and catalogue search facilities.	Green 01/07/2005	Green 01/07/2005	Green 01/07/2005	Green 01/07/2005
Comment: Deep links to Derbyshire and bordering County and Unitary Council web sites for Libraries. The A-Z and contact centre will be used to direct citizens to the correct location for these services. 4.5 Update: The tools for implementation of deep links are now available via the A-Z and web-site. The ability to implement deep links relies on our partners having the appropriate functionality in place.				

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations.	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
Comment: Contracted out Supplier informed of requirements. The functionality will be a requirement in future contracts. Deep links to leisure service bookings web site of contracted out Supplier. The A-Z and contact centre will be used to direct citizens to the correct location for these services. 4.5 Update: The contractor is aware of this target and has been working to provide this service. Despite voiced concerns that that the Council may not be able to meet this target, due to circumstances outside of it's control, the contractor stated that they are committed to meeting it in time for December 2005. The contractor has now revised this to March 2006.				
G12 Integrated ICT infrastructure and support to ensure the consistent delivery of services across all access channels (e.g. web, telephone, face to face) based on e-enabled back offices and smart card interfaces for council library, sports and leisure services.	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
Comment: Integrated ICT infrastructure in place e.g. upgrade from Windows NT to Microsoft 2003 and voice over IP Telecoms system. So enabling package solutions to be implemented. As part of the CMS project our web site content and hosting arrangements will be reviewed. Efforts continue to integrate CRM to existing council services. The web site, A-Z and contact centre will be used to direct citizens to required services. 4.5 Update: New web-site content and hosting arrangements in place.				
If already 'green' on R12, R13 & G12 above please comment on	Comment:			
E11 Agreed baseline and targets for take-up of library, sports & leisure services online, including targets for customer satisfaction and efficiency savings.				
Otherwise you may leave this row blank.				
R14 Online facilities to be available to allow the public to inspect local public transport timetables and information via available providing organisation, including links to 'live' systems for interactive journey planning.	Green 01/07/2005	Green 01/07/2005	Green 01/07/2005	Green 01/07/2005
Comment: Deep links to Derbyshire and bordering County and Unitary Council web-sites for public transport information. The A-Z and contact centre will be used to direct citizens to the correct location for these services. 4.5 Update: Deep link to the public transport unit and online timetables, along with interactive journey planning are now available from the Council's website.				
R15 Online public e-consultation facilities for new proposals on traffic management (e.g. controlled parking zones (CPZs), traffic calming schemes), including publication of consultation survey results.	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
Comment: Deep links to Derbyshire and bordering County and Unitary Council web-sites for public consultation information. The A-Z and contact centre will be used to direct citizens to the correct location for these services. Consultations will be performed using tailored e-Forms. 4.5 Update: No additional information.				
G13 E-forms for parking "contravention mitigation" (i.e. appeal against the issue of a penalty charge notice), including email notification of form receipt and appeal procedures.	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004
Comment: Not applicable. There are no restricted council controlled parking areas in South Derbyshire. As part of the CMS project our web site content on parking facilities will be reviewed to inform on locations of public parking facilities within the District. 4.5 Update: No additional information.				

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G14 GIS-based presentation of information on roadworks in the local area, including contact details and updated daily.	Green 01/08/2004	Green 01/08/2004	Green 01/08/2004	Green 01/08/2004
	Comment: The regional 'Empress' partnership project currently under trial. Deep link to www.empress.gov.uk . 4.5 Update: No additional information.			
If already 'green' on R14, R15, G13 & G14 above please comment on E12 Agreed baseline and targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank.	Comment:			
R16 E-enabled "one stop" resolution of Housing & Council Tax Benefit enquiries via telephone, contact centres, or via one stop shops using workflow tools and CRM software to provide information at all appropriate locations and enable electronic working from front to back office.	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
	Comment: Project plan, across all services, in place to develop the range of scripts and workflow in use by CRM. Business Analyst appointed in November 2005. Investigation of on-line assessments and applications in progress. 4.5 Update: Ability for citizens to have some enquiries for Housing and Council Tax Benefits enquiries resolved through CRM.			
R17 Online facilities to be available to allow citizens or their agents to check their eligibility for and calculate their entitlement to Housing & Council Tax Benefit and to download and print relevant claim forms.	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
	Comment: The Council hosted a partnership benefits open day to assess benefit calculators on the market (including Benefits National Project). A partnership selection will be made of the most suitable product and an implementation plan produced. 4.5 Update: The Council has a 'quick' assessment tool in place on the web-site. A solution to provide a self-mediated/mediated service to apply for Housing and Council Tax Benefits on-line or over the telephone has been selected.			
G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens homes.	Amber 31/03/2005	Amber 31/03/2005	Green 01/10/2005	Green 01/10/2005
	Comment: Use benefits calculator (from R17) to populate application forms, which can be completed via multi-access channels including web site and home visits using mobile working. Piloting a mobile solution for wider rollout across departments. 4.5 Update: A solution to provide a self-mediated/mediated service to apply for Housing and Council Tax Benefits on-line or over the telephone has been selected. To compliment this benefits officers are being equipped with mobile tablet PCs to allow claims processing from within the home. The council has received commitment in principle to utilise the services of the BBC Radio Derby Bus to provide mobile internet access for citizens.			
If already 'green' on R16, R17 & G15 above please comment on E13 Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals.	Comment:			
E14 Pre-qualification of Council Tax and Housing Benefit claimants for other eligible entitlements (e.g. school uniform grants, free school meals), including pre-filling of relevant claim forms. Otherwise you may leave these rows blank.	Comment:			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R18 Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
	Comment: Deep links to care service providers. The A-Z and contact centre will be used to direct citizens to the correct location for these services. LIFT project to supply information kiosk to local health trust. 4.5 Update: The tools for implementation of deep links are now available via the A-Z and web-site. The ability to implement deep links relies on our partners having the appropriate functionality in place.			
R19 Remote web access or mediated access via telephone (including outside of standard working hours availability) for authorised officers to information about individual 'care packages', including payments, requests for service and review dates.	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
	Comment: Deep links to care service providers for 24/7 service, including out of hours. The A-Z and contact centre will be used to direct citizens to the correct location for these services. 4.5 Update: The tools for implementation of deep links are now available via the A-Z and web-site. The ability to implement deep links relies on our partners having the appropriate functionality in place.			
G16 Systems to support joined-up working on children at risk across multiple agencies.	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
	Comment: Deep links to Derbyshire and bordering County and Unitary Council web-sites for children services (including Derbyshire Connexions). The A-Z and contact centre will be used to direct citizens to the correct location for these services. A joint multi-agency working group has been set up between County and City councils and is awaiting guidance from Central Government on areas such as RYOGENS. 4.5 Update: The Council has been accepted as an early adopter for Government Connect and further guidance is still awaited from Central Government on what cross agency services are required to be made available.			
G17 Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
	Comment: Deep links for informed services to care providers and child services. The A-Z and contact centre will be used to direct citizens to the correct location for these services. 4.5 Update: No additional information.			
If already 'green' on R18, R19, G16 & G17 above please comment on E15 Agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVP1 57). Otherwise you may leave this row blank.	Comment:			
R20 Email and internet access provided for all Members and staff that establish a need for it.	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
	Comment: Email and internet access facilitated for staff. Member laptop and broadband access to be implemented early 2005. 4.5 Update: Member laptop and broadband access implemented.			
R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff.	Green 01/10/2004	Green 01/10/2004	Green 01/10/2004	Green 01/10/2004
	Comment: Home working policy agreed and released. Published on intranet. 4.5 Update: No additional information.			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R22 Access to home/remote working facilities to all council members and staff that satisfy the requirements set by the Council's published home/remote working policy.	Green 01/07/2004	Green 01/07/2004	Green 01/07/2004	Green 01/07/2004
Comment: Infrastructure in place for home/remote working. Home working open to employees who satisfy the relevant criteria. Individual home worker pilot successfully completed. Pilot in progress to rollout mobile working for departments. Home/Remote working for members via laptop and broadband in 2005. Home/Remote working for officers via their own computers. 4.5 Update: No additional information.				
G18 Establishment of e-skills training programme for council members and staff with recognised basic level of attainment (e.g. European Computer Driving Licence, British Computer Society Qualification "e-Citizen").	Green 01/07/2005	Green 01/07/2005	Green 01/07/2005	Green 01/07/2005
Comment: e-Learning provided via dedicated 'learning points'. Members to receive e-skills training as part of the laptop rollout programme. Relevant training targeted towards ECDL qualification. 4.5 Update: Member training programme currently in-progress. ECDL training is on offer to all staff and members who request it. Training programmes are well-established but will under go a re-launch later in 2005.				
If already 'green' on R20, R21, R22 & G18 above please comment on E16 Agreed targets for baseline and efficiency savings arising from the introduction of new ways of working. Otherwise you may leave this row blank.	Comment: 4.5 Update: Achieved green status for R22 and G18 at start of July. Next stage is to look at the efficiencies that can be achieved.			
R23 Self-service or mediated access to all council services outside standard working hours via the Internet or telephone contact centres (i.e. available for extended hours outside of 9am-5pm Monday to Friday).	Green 01/07/2005	Green 01/07/2005	Green 01/07/2005	Green 01/07/2005
Comment: The web site and A-Z solutions provide 24/7 access to services. The CMS project will include a review of web site content. Option for self-service functionality through the web site via CRM and eForms. Extend the opening hours of the contact centre by further utilising the current out of hours contact number. The A-Z and contact centre will be used to direct citizens to the correct location for these services. 4.5 Update: No additional information.				
R24 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.	Green 01/07/2005	Green 01/07/2005	Green 01/07/2005	Green 01/07/2005
Comment: CMS project to be implemented via Derbyshire partnership in 2005, this will improve maintenance and functionality of our web-site. The CMS project will include a review of web site content and editorial procedures. Information is currently being gathered and compiled for our A-Z of services, which will link into the Derbyshire partnership solution. Provide single information source for Customer First project (CRM). 4.5 Update: A partnership of 4 councils, of which South Derbyshire is a lead member, has launched web-sites based on agreed standard templates and fully facilitated by a CMS. All business units have been trained in the use of the CMS and now manage their own content. A web editor has been appointed to ensure a consistent approach is maintained.				

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G19 Adoption of ISO 15489 methodology for Electronic Document Records Management (ERDM) and identification of areas where current records management policies, procedures and systems need improvement to meet the requirements of Freedom of Information (FOI) and Data Protection legislation (see www.pro.gov.uk/about/foi/map-local.rtf).	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
Comment: FOI requests will be monitored through the contact centre, with divisions producing required information. Record Management policy to be reviewed. Document Image Processing solution to be expanded. 4.5 Update: No additional information.				
G20 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI).	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
Comment: The CMS project will include a review of web site content and layout, this will include conformance for W3C and accessibility. 4.5 Update: A web editor has been appointed to ensure compliance.				
G21 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk).	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
Comment: e-Gif and e-GMS incorporated into all systems being sourced. 4.5 Update: No additional information.				
If already 'green' on R23, R24, G19, G20 & G21 above please comment on: E17 Agreed baseline and targets for efficiency savings based around improved accessibility of services and information. Otherwise you may leave this row blank.	Comment:			
R25 Online publication of Internet service standards, including past performance and commitments on service availability.	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
Comment: Baseline statistics have been collected for IEG4 statement, this will provide a benchmark for future comparisons. The web-site CMS project will look at the statistics to be put on the web site. 4.5 Update: Will be done as part of the partnership phase 2 stage of the web-site with CMS project.				
R26 Monitoring of performance of corporate website, or regional web portal, between 2003/04 and 2005/06 in order to demonstrate rising and sustained use, as measured by industry standards including page impressions and unique users.	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
Comment: Statistics are being collected using available tools and through CRM. More detailed statistics will improve with the CMS. 4.5 Update: Will be done as part of the partnership phase 2 stage of the web-site with CMS project.				
G22 Establishment of internal targets and measures for customer take-up of e-enabled access channels.	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
Comment: Internal targets are currently being set up. Publicity planned for early 2005 to kick start take-up in the area via official launch of new payments methods and e-Government initiatives. 4.5 Update: Time line revised to start in autumn 2005. The BVPI157 and PSO targets and website content have been included in our Corporate Plan and are being cascaded into each directorates service plans.				
G23 Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk).	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
Comment: The CMS project will include a review of web site design and layout, this will include adoption of recognised guidelines. 4.5 Update: A web editor has been appointed to ensure that the guidelines are met.				

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<p>If already 'green' on R25, R26, G22 & G23 above please comment on</p> <p>E18 Agreed baseline and take-up targets for migration of local authority business to e-access channels (e.g. web, telephone contact centres, Interactive Digital TV, mobile telephone) by 2005/06, including efficiency savings.</p> <p>Otherwise you may leave this row blank.</p>	Comment:			
<p>R27 Systems in place to ensure effective and consistent customer relationship management across access channels and to provide a 'first time fix' for citizen and business enquiries, i.e. using a common database, which holds customers records, to deliver services across different channels, and enabling joined-up and automated service delivery.</p>	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
	<p>Comment: CRM system in place that will facilitate the necessary joined up approach. Project plan for CRM roll out across the Council. Target of 80% of questions to be resolved at the first point of contact. The CRM will utilise the Local Land and Property Gazetteer for address information. The CMS project (web site) and A-Z will be used as a single information source to make sure standard responses are given. Other standard data sources will be used such as Empress, Valuebill, e-Benefits and Derbyshire Maps. 4.5 Update: CRM now uses the Local Land and Property Gazetteer.</p>			
<p>R28 All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.</p>	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
	<p>Comment: Unique reference to be assigned from CRM system to track enquiries and service responses. Use CRM for self serve functionality of web forms. 4.5 Update: The web-site, via CMS, has the facility to provide all enquiries with a unique reference number for passing into the CRM.</p>			
<p>R29 100% of email enquiries from the public responded to within one working day, with documented corporate performance standards for both email acknowledgements and service replies.</p>	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
	<p>Comment: The contact centre (via CRM) will enable enquiries to be tracked and logged. Corporate policies need amending to document and enforce these targets. 4.5 Update: Any email enquiries generated via the web-site will be answered within the 24-hour working day specified. The Contact Centre will implement an automated reply service.</p>			
<p>G24 Integration of customer relationship management systems with back office activity through use of enabling technology such as Workflow to create complete automation of business process management.</p>	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
	<p>Comment: Business processes are being reviewed through the CRM, including workflow. Corporate addressing standards implemented that require a single point of address notification for all interested systems and parties. 4.5 Update: No additional information.</p>			
<p>G25 Facilities to support the single notification of a change of address, i.e. a citizen should only have to tell the council they have moved on one occasion and the council should then be able to update all records relating to that person to include the new address.</p>	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
	<p>Comment: System to control all addresses corporately implemented in 2002. Comprehensive LLPG (Local Land and Property Gazetteer) that is updated weekly to the central NLPG (National Land and Property Gazetteer). The contact centre will be used to manage the change of address process, making sure the central LLPG is updated as it is the main information source. 4.5 Update: No additional information.</p>			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<p>If already 'green' on R27, R28, R29, G24 & G25 above please comment on</p> <p>E19 Agreed baseline and improvement targets for the percentage of public enquiries about council services resolved at first point of contact and efficiency savings resulting from investment in customer relationship management and workflow technology.</p> <p>Otherwise you may leave this row blank</p>	Comment:			

Section 2 - Change Management (self-assessment)

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

Change Management Area	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> Appointment of people to the following key local e-government functions in your Council (see http://www.idea-knowledge.gov.uk/idk/aio/206757): 				
i) Member & officer e-champions	Green 01/04/2002	Green 01/04/2002	Green 01/04/2002	Green 01/04/2002
	Comment: Member e-Champion (for IT & Customer Services). Chief Executive is the Officer e-Champion. 4.5 Update: No additional information.			
ii) e-government programme manager	Green 01/10/2002	Green 01/10/2002	Green 01/10/2002	Green 01/10/2002
	Comment: e-Government and IT Strategy Manager. Head of IT & Customer Services. 4.5 Update: No additional information.			
iii) customer services management	Green 01/09/2003	Green 01/09/2003	Green 01/09/2003	Green 01/09/2003
	Comment: Customer Services Manager. Business Analyst (on fixed 2 year contract). 4.5 Update: Web editor (on fixed 2 year contract).			
<ul style="list-style-type: none"> Inclusion of competency development of the above key functions and training for staff affected by e-Government projects, within the Council's workforce development planning 	Amber 01/09/2003	Amber 01/09/2003	Green 31/12/2005	Green 31/12/2005
	Comment: Training incorporated into project plan and roll out for all e-Government projects e.g. CRM, Housing system and Member Laptops. All officers have Personal Development Reviews that focus on competency development and training requirements. Ongoing training programme required. 4.5 Update: No additional information.			
<ul style="list-style-type: none"> Establishment of an e-delivery programme board 	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
	Comment: The e-Government programme is led by the Head of IT and Customer Services and the IT & e-Government Strategy Manager. Regular IEG review meetings held with the member and officer e-champions. IEG steering group made up of heads of service and divisional officers. Any IEG spend is authorised via the Finance and Management committee. Programme boards appointed for all major projects. 4.5 Update: No additional information.			

Change Management Area	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> Use of formalised programme & project management methodologies (e.g. PRINCE2) to support e-delivery programme 	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004
	Comment: Officers in the e-Government programme have extensive past and on-going project management experienced, backed up by formal training. Two of the e-Government team have been trained to practitioner level in PRINCE2. Project plans using Microsoft Project used across the e-Government programme. 4.5 Update: A PRINCE2 training programme for the Council will commence in September 2005.			
<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 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
	Comment: Risk assessment carried out on each e-Government project. Risks reviewed on an ongoing basis. Key risks have been highlighted in divisional service plans, which are linked into the corporate plan. 4.5 Update: The Council identified a major risk, with the departure of the Corporate Services Director and a major project that was failing to deliver. The ODPM were asked to help the Council through this transition until a new Director was appointed.			
<ul style="list-style-type: none"> Use of customer consultation/research to inform development of corporate e-government strategy 	Amber 01/04/2003	Amber 01/04/2003	Amber 01/04/2003	Green 31/03/2006
	Comment: The IEG strategy has been developed via direct citizen consultation (e.g. detailed survey at start of IEG process, other surveys, CRM services), benchmarking against other similar councils, seminars and presentations. Attendance at regional and national events. Utilisation of National Projects as appropriate. Customer services strategy. 4.5 Update: No additional information.			
<ul style="list-style-type: none"> Establishment of policy for addressing social inclusion within corporate e-government strategy 	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
	Comment: One of the key aims of our Corporate Plan addresses social inclusion. The Customer First project (incorporates CRM project) is targeted to cover social inclusion. Examining the e-Citizen national project. The web site (including access via libraries), kiosks and mobile working solution are planned to ensure that all citizens have access to council services. Agreed in principal to provide an information point at LIFT centre. The council has received commitment in principle to utilise the services of the BBC Radio Derby Bus to provide mobile internet access for citizens. Officers will be on hand to assist as required. 4.5 Update: No additional information.			
<ul style="list-style-type: none"> Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act) 	Green 01/10/2003	Green 01/10/2003	Green 01/10/2003	Green 01/10/2003
	Comment: The Head of IT & Customer Services is the Freedom of Information Officer/Corporate Governance Officer. 4.5 Update: No additional information.			
<ul style="list-style-type: none"> Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework (see http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf & http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf) and designation of an Information Sharing Officer 	Green 31/12/2004	Green 31/12/2004	Green 31/12/2004	Green 31/12/2004
	Comment: Public services trust charter currently in progress, expected to be available on the web-site for end 2004. Active member of the Derbyshire Information Access Group. The Council is involved with and has a data sharing agreement with Derbyshire Police. 4.5 Update: No additional information.			

Change Management Area	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> Establishment of partnerships for the joint (aggregated) procurement of broadband services 	Amber 01/04/2005	Amber 01/04/2005	Green 31/12/2005	Green 31/12/2005
Comment: Part of the Derbyshire Partnership in the joint procurement of broadband services. Look at utilising www.adit.gov.uk to provide broadband services at an affordable level e.g. for Members and Officers. 4.5 Update: No additional information.				
<ul style="list-style-type: none"> Engagement with intermediaries re addressing issues of take up and efficiency in the delivery of e-government services (e.g. Citizens Advice Bureaux) and including intermediaries component of Government Connect (see http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf & http://www.govconnect.gov.uk/ccm/portal/) 	Amber 01/10/2003	Amber 01/10/2003	Green 31/12/2005	Green 31/12/2005
Comment: CAB has been engaged at a local and county level, subsequently they have agreed to assist as agents for supply of services e.g. benefits entitlements. Consultation with the local NHS Community Services Trust to provide joint information on services. Agents being used to rollout pay-point. 4.5 Update: No additional information.				
<ul style="list-style-type: none"> Compliance with BS 7799 on information security management 	Amber 01/04/2001	Amber 01/04/2001	Green 31/12/2005	Green 31/12/2005
Comment: Consistently worked towards the aims of BS7799. Officers trained in information security management. 4.5 Update: No additional information.				
<ul style="list-style-type: none"> Implementation of Benefits Realisation Plan for delivery of local e-government programme strategic objectives 	Amber 01/04/2005	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
Comment: No formal benefits realisation plan in place. However each e-Government project requires a defined business case to achieve funding, this includes recognised benefits so ensuring buy-in. Look to formalise this process in 2005 in line with the Corporate Plan, so that the Council assesses return on investment and highlights efficiency gains. 4.5 Update: The Council has appointed a Head of Business Improvement to drive efficiency gains and is in the process of including e-Government objectives into the Corporate Plan. All business units will be required to incorporate these objectives into their service plans for autumn 2005.				
<ul style="list-style-type: none"> Completion of mapping of Local Government Services List transactions against approved security levels (0-3) (see http://www.esd.org.uk/standards/lgs/lgsi.doc & http://www.authentication.org.uk/levels.asp & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc) 	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
Comment: Aware of the security categorisation and levels and will bear these in-mind throughout the implementation of BVP1 157 services. 4.5 Update: As an early adopter of Government Connect, the Council will have to achieve this in order to implement a solution				
<ul style="list-style-type: none"> Planned compliance to HMG Security and authentication frameworks through commitment to citizen, employee and volunteer account registration in Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) 	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
Comment: Plan to address HMG Security in 2005. 4.5 Update: As an early adopter of Government Connect, the Council will have to be compliant in order to implement a solution.				
<ul style="list-style-type: none"> Compliance with an independent trust scheme approval process designed to provide assurance for individuals and companies using or relying upon e-business transactions (see www.tscheme.org) and which will work with Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) 	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005	Green 31/03/2006
Comment: Look at joining the trust scheme in 2005. 4.5 Update: No additional information.				
<ul style="list-style-type: none"> Use of Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) to support: 				

Change Management Area	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
i) personalisation & registration for services categorised at security levels '0' and '1' through the citizen account	Red 01/08/2005	Red 01/08/2005	Green 31/12/2005	Green 31/12/2005
Comment: Authentication and the Government Gateway are currently under investigation as part of a Derbyshire Partnership project. Awaiting outcomes of the project. Any authentication scheme adopted will follow the standard security levels. 4.5 Update: The Council has been accepted as an early adopter of Government Connect and is represented as a part of the e-Government Community through the Regional Partnerships. Implementation dates are subject to Government Connect progress.				
ii) adoption of Unique IDentifiers (UIDs) and associated standards, as designated in Government Connect	Red 01/08/2005	Red 01/08/2005	Amber 01/10/2005	Green 31/03/2006
Comment: 4.5 Update: As an early adopter of Government Connect, the Council is committed towards making this project a reality and embraces the benefits it offers.				
iii) the bereavement journey & closing of accounts (see http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp)	Red 01/08/2005	Red 01/08/2005	Amber 01/10/2005	Green 31/03/2006
Comment: 4.5 Update: As an early adopter of Government Connect, the Council is committed towards making this project a reality and embraces the benefits it offers.				
iv) citizen & business authentication for services for services categorised at security levels 0-3	Red 01/08/2005	Red 01/08/2005	Amber 01/10/2005	Green 31/03/2006
Comment: Authentication and the Government Gateway are currently under investigation as part of a Derbyshire Partnership project. Awaiting outcomes of the project. Any authentication scheme adopted will follow the standard security levels. 4.5 Update: As an early adopter of Government Connect, the Council is committed towards making this project a reality and embraces the benefits it offers.				
v) registration & authentication of employees for internal and cross-agency services	Red 01/08/2005	Red 01/08/2005	Amber 01/10/2005	Green 31/03/2006
Comment: 4.5 Update As an early adopter of Government Connect, the Council is committed towards making this project a reality and embraces the benefits it offers.				
vi) corporate approach to collection of e-payments	Red 01/08/2005	Red 01/08/2005	Amber 01/10/2005	Green 31/03/2006
Comment: A corporate solution to e-Payments has been adopted. Training of Officers arranged corporately. It does not make economic sense to adopt the e-Payments facilities offered by the Government Gateway at this stage. 4.5 Update: As an early adopter of Government Connect, the Council is committed towards making this project a reality and embraces the benefits it offers.				

Change Management Area	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
vii) cross agency secure transactions (Government to Government)	Red 01/08/2005	Red 01/08/2005	Amber 01/10/2005	Green 31/03/2006
Comment: Authentication and the Government Gateway are currently under investigation as part of a Derbyshire Partnership project. Awaiting outcomes of the project. Any authentication scheme adopted will follow the standard security levels. 4.5 Update As an early adopter of Government Connect, the Council is committed towards making this project a reality and embraces the benefits it offers.				
viii) account structures for citizens, businesses, property, voluntary & community bodies, schools and parishes	Red 01/08/2005	Red 01/08/2005	Amber 01/10/2005	Green 31/03/2006
Comment: 4.5 Update: As an early adopter of Government Connect, the Council is committed towards making this project a reality and embraces the benefits it offers.				
ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local Area Agreements (where in place)	Red 01/08/2005	Red 01/08/2005	Amber 01/10/2005	Green 31/03/2006
Comment: 4.5 Update: As an early adopter of Government Connect, the Council is committed towards making this project a reality and embraces the benefits it offers.				
x) GC Register (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Red 01/08/2005	Red 01/08/2005	Amber 01/10/2005	Green 31/03/2006
Comment: 4.5 Update: As an early adopter of Government Connect, the Council is committed towards making this project a reality and embraces the benefits it offers.				
xi) GC Exchange (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Red 01/08/2005	Red 01/08/2005	Amber 01/10/2005	Green 31/03/2006
Comment: 4.5 Update: As an early adopter of Government Connect, the Council is committed towards making this project a reality and embraces the benefits it offers.				
• Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) back office connection in place (Department Interface Server)	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
Comment: Suppliers offering connectivity are currently under investigation through the Derbyshire Partnership. Awaiting outcomes of the project. As a small District this product procured alone, would add 1% to our Council Tax bills, subsequently a business case is hard to prove. 4.5 Update: No additional information.				
• Connection to Directgov (see http://www.direct.gov.uk) from corporate website and partnership portal(s)	Green 01/07/2005	Green 01/07/2005	Green 01/07/2005	Green 01/07/2005
Comment: Link to www.Direct.gov.uk already in place via the Derbyshire Partnership Portal. The CMS project will include a review of web site content including links. 4.5 Update: Direct links to DirectGov are in place from our web-site.				
• Compliance with Freedom of Information Act 2000, including responding to requests for information from individuals within a reasonable time period (see http://www.lcd.gov.uk/foi/foipunit.htm & http://www.pro.gov.uk/recordsmanagement/access/default.htm)	Green 31/12/2004	Green 31/12/2004	Green 31/12/2004	Green 31/12/2004
Comment: Our FOI Publication Scheme was implemented in 2003, revised in November 2004, and is at www.south-derbys.gov.uk/CorporatePlans . Procedures in place to deal with FOI requests via the contact centre for 1st January 2005. Records management controlled by Service Heads. 4.5 Update: No additional information.				

Change Management Area	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> Regularly-maintained link from Local Land & Property Gazetteer (LLPG) to National Land & Property Gazetteer (NLPG) (see http://www.nlpg.org.uk) 	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
Comment: Fully compliant BS7666 LLPG in place 2004. Regularly maintained and transmitted to the NLPG hub weekly. Two full-time posts in place to maintain the LLPG and NLPG. Recognition for our efforts at the national awards in 2003. 4.5 Update: No additional information.				
<ul style="list-style-type: none"> Connection to National Land Information Service (NLIS) at Level 3 (see http://www.nlis.org.uk) 	Green 01/12/2004	Green 01/12/2004	Green 01/12/2004	Green 01/12/2004
Comment: NLIS level 3 achieved November 2004. 4.5 Update: No additional information.				
<ul style="list-style-type: none"> Introduction and maintenance of an online service directory for Children's services for professionals working with children & young people, and allowing public access where possible (for further information see http://www.dfes.gov.uk/isa) 	Red 31/03/2005	Red 31/03/2005	Red 31/03/2005	Green 31/03/2006
Comment: Investigation as a part of the Derbyshire Partnership. Deep links to appropriate web sites. The A-Z and contact centre will be used to direct appropriate people to these services. 4.5 Update: No additional information.				

Section 3 - BVPI 157

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

BVPI 157 Interaction Type	Forecast average IEG3 % e-enabled position in 2004/05 (i.e. at 31 March 2005)	Actual				Forecast
		01/02	02/03	03/04	04/05	05/06
Providing information: • Total types of interaction e-enabled • % e-enabled	94 %	• 8 • 2.64 %	• 122 • 40.26 %	• 122 • 40.26 %	• 231 • 76.24 %	• 301 • 99.34 %
Collecting revenue: • Total types of interaction e-enabled • % e-enabled	87 %	• 0 • 0.00 %	• 4 • 66.67 %	• 4 • 66.67 %	• 5 • 83.33 %	• 6 • 100.00 %
Providing benefits & grants: • Total types of interaction e-enabled • % e-enabled	78 %	• 0 • 0.00 %	• 5 • 20.00 %	• 12 • 48.00 %	• 25 • 100.00 %	• 25 • 100.00 %
Consultation: • Total types of interaction e-enabled • % e-enabled	86 %	• 0 • 0.00 %	• 10 • 28.57 %	• 11 • 31.43 %	• 25 • 71.43 %	• 34 • 97.14 %
Regulation (such as issuing licenses): • Total types of interaction e-enabled • % e-enabled	76 %	• 0 • 0.00 %	• 6 • 10.34 %	• 30 • 51.72 %	• 38 • 65.52 %	• 58 • 100.00 %
Applications for services: • Total types of interaction e-enabled • % e-enabled	83 %	• 0 • 0.00 %	• 30 • 19.23 %	• 80 • 51.28 %	• 110 • 70.51 %	• 155 • 99.36 %
Booking venues, resources & courses: • Total types of interaction e-enabled • % e-enabled	78 %	• 0 • 0.00 %	• 0 • 0.00 %	• 3 • 21.43 %	• 11 • 78.57 %	• 14 • 100.00 %
Paying for goods & services: • Total types of interaction e-enabled • % e-enabled	80 %	• 0 • 0.00 %	• 0 • 0.00 %	• 1 • 1.69 %	• 51 • 86.44 %	• 57 • 96.61 %
Providing access to community, professional or business networks: • Total types of interaction e-enabled • % e-enabled	82 %	• 1 • 2.17 %	• 1 • 2.17 %	• 20 • 43.48 %	• 40 • 86.96 %	• 46 • 100.00 %
Procurement: • Total types of interaction e-enabled • % e-enabled	73 %	• 0 • 0.00 %	• 0 • 0.00 %	• 1 • 12.50 %	• 4 • 50.00 %	• 8 • 100.00 %
Total: • Total types of interaction e-enabled • % e-enabled	86 %	• 9 • 1.27 %	• 178 • 25.07 %	• 284 • 40.00 %	• 540 • 76.06 %	• 704 • 99.15 %

Section 4 - Access Channel Take-Up

In order to demonstrate public take-up of the main e-access channels that you are investing in, you are asked to complete the table below detailing actual and forecast figures for numbers of e-enabled payment transactions and change of address notifications. It is important that e-access channel investment and rollout also facilitates accompanying improvements in the corporate management capability required to monitor and collect such statistics. Click on the light bulb icons for industry definitions of page impressions and unique users.

	Actual		Forecast		
E-enablement & Main E-Access Channel Take-Up	03/04	04/05	05/06	06/07	07/08
Local Service Websites					
• Page impressions (annual)	1,696,500	3,720,000	4,092,000	4,501,000	4,951,000
• Unique users, i.e. separate individuals visiting website (annual)	63,000	145,000	159,500	175,450	192,990
• Number of e-enabled payment transactions accepted via website	918	1,836	2,200	3,442	4,303
• Number of change of address notifications accepted via website	200	600	750	937	1,171
	Comment: As reported in our IEG3 statement the methods of data collection will improve as the CMS (web site) and CRM projects are implemented. The 04/05 figures have been taken as year to-date and factored to the full 12-month period. e-Payments figures for 03/04 are taken from our previous system. The 05/06 figures are based on a 100% increase in usage, followed by 50% for 06/07 and 25% for 07/08 as take up increases. The Council has subscribed to an effective search engine that records accurately all web access and enables access categorisation. e-Payment solutions were implemented in 2004 with no publicity apart from on our web site and on the back of bills. As the solution works effectively plans are in place to launch the e-Payments service, which will increase public awareness. This will be done to coincide with the annual billing process. Change of Address notifications received is currently lower than expected but pending the CMS project, and web site re-launch, and subsequent publicity this trend will rise (assumed 50% per annum). 4.5 Update: The website has been relaunched 20th June 2005 and new methods of statistics collections have yet to be utilised, however Page impressions, unique users and e-enabled payment transactions have been updated as normal. 4.5 Update: Figure for the current year to-date (05/06) indicate that e-enable website payments are slightly down on the original estimate of 2,754 but this is not viewed as significant for revising future estimates at this stage. It is expected that the launch of the updated web-site will see internet use increase as more and more services come on-line.				
Telephone (i.e. telephone interactions where officers can access electronic information and/or update records on-line there and then, including interactions in contact centres)					
• Number of e-enabled payment transactions accepted by telephone	1,255	1,568	8,600	10,320	12,384
• Number of change of address notifications accepted via telephone	0	2,000	2,200	2,420	2,662

	Actual		Forecast		
E-enablement & Main E-Access Channel Take-Up	03/04	04/05	05/06	06/07	07/08
	<p>Comment: Payments by touch-tone telephone were implemented in 2004 with no publicity apart from on the back of bills. As the solution works effectively plans are in place to launch the e-Payments touch-tone telephone service, which will increase public awareness. This will be done to coincide with the annual billing process. e-Payments through the contact centre will be implemented. A figure of 100% growth has been assumed year on year from 05/06 as takeup is expected to increase due to downscaling of face to face transactions. Changes of Address Notifications figures are unavailable for 03/04. Year to date figures indicate 2000 notifications for 04/05 and this is expected to grow at 10% per year as the contact centre is publicised. An overall Change of Address Notifications process will be implemented through the contact centre. This will lead to a more citizen effective service as changes will only have to be informed to the contact centre and then the information will be distributed through the Council. 4.5 Update: e-Enabled payment transactions have increased over 100% more than the previous expected estimate for transactions received in the current year (05/06). Implementation of MOTO transactions mean that the Council has taken more e-enable payments than were expected, currently running at over 700 transactions per month (a total of 3150 recorded from April to June). Following year figures have been increased by 20% cumulatively.</p>				
Face To Face <i>(i.e. front-line operations where officers can access electronic information and/or update records on-line there and then, including interactions at reception desks, One Stop Shops & home visits)</i>					
• Number of e-enabled payment transactions accepted via personal contact	56,928	51,235	40,988	28,691	17,214
• Number of change of address notifications accepted via personal contact	0	20	20	20	20
	<p>Comment: The e-enabled payment transaction 04/05 figures are based on actual to date factored to 12 months. Forecasts have been reduced by 10% in 05/06. This trend will continue annually due to the contact centre, e-payments, touch tone telephone and other payment methods (e.g. Post Office and Allpay) reducing the need for face to face transactions. Changes of Address Notifications figures are unavailable. Best estimate figures given. An overall Change of Address Notifications process will be implemented through the contact centre. This will lead to a more citizen effective service as changes will only have to be informed to the contact centre and then the information will be distributed through the Council. 4.5 Update: No additional information.</p>				
Other Electronic Media <i>(e.g. BACS, text messaging)</i>					
• Number of e-enabled payment transactions accepted via BACS	225,468	248,014	272,816	300,097	330,107
• Number of e-enabled payment transactions accepted via text message or other electronic form	0	1,450	1,600	2,400	3,600
• Number of change of address notifications accepted via other electronic media	0	0	121	242	484
	<p>Comment: The e-enabled payment transaction 04/05 figures are based on actual to date factored to 12 months. Forecasts have been increased by 10% in 05/06. This trend will continue annually due to initiatives to allow paperless direct debits to be set up and the introduction of paperless invoicing through our Financial Management System. Increase of</p>				

	Actual		Forecast		
E-enablement & Main E-Access Channel Take-Up	03/04	04/05	05/06	06/07	07/08
	<p>e-payments is also expected due to downscaling of face to face payments. Figures are unavailable for 03/04. Current and previous year figures for Change of Address Notifications figures are unavailable. An overall Change of Address Notifications process will be implemented through the contact centre. This will lead to a more citizen effective service as changes will only have to be informed to the contact centre and then the information will be fed through the Council. A central Customer Services email address is available which citizens can send change of address notifications to. This may be extended to SMS messages. 4.5 Update: Touch tone telephone payment have recently been introduced and payments taken to-date in the current year (05/06) show a steady increase. Further years have been increased by 50% year on year to reflect anticipated take-up of this service.</p>				
Non Electronic (e.g. cash office, post)					
• Number of payments accepted by cheque or other non-electronic form	69,000	62,100	51,140	44,750	38,480
• Number of change of address notifications accepted via non-electronic form	0	1,100	990	891	801
	<p>Comment: The number of payments accepted as non-electronic transaction 04/05 figures are based on actual to date factored to 12 months. Forecasts have been reduced by 10% in 05/06. This trend will continue annually due to the contact centre, e-payments, touch tone telephone and other payment methods (e.g. Post Office and Allpay) reducing the need for non-electronic transactions. Change of Address notifications have been reduced by 10% year on year to allow for new contact streams to be used. 4.5 Update: Number of payments accepted by cheque have been reduced by an extra 3150 year on year and by the number of touch tone payments taken as indicated above, from 2005/06 to reflect the unexpected higher use of e-payments received. The reduction in the use of this service is expected to increase as time progresses.</p>				

Section 5 - Local e-Government Implementation Expenditure

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

Programme Resource	Backward Look (£)		Forward Look (£)		
	01/02 to 03/04	04/05	05/06	06/07	07/08
• IEG capital grant	400,000	350,000	150,000		
	Comment:				
• ODPM Local e-Government Support & Capacity Programme capital grant	0	0	267,000	0	0
	Comment: 4.5 Update: An additional grant for 05/06 has been awarded from ODPM to assist the Council. This funding covers the following areas: 1. Revenues and Benefits 2. CMS & Web-Site 3. Mobile Working - Revenues and Environmental Health 4. Customer First - Revised Reception area.				
• your council's nominal pro rata share of ODPM Local e-Government Partnership Programme capital grant allocated in your area	194,878	50,000	50,000	0	0
	Comment: Derbyshire Partnership funding. Anticipated return of investment towards local projects e.g. CRM, A-Z. Funding to continue projects for 06/07 and 07/08 has yet to be specified and allocated, although the Council is aware of potential figures and these will be addressed during the 2005 budget process. 4.5 Update: No additional information.				
• financial contribution from public-private partnerships	0	0	0	0	0
	Comment: The Council is aware of this potential funding channel and will seek to try and secure funds from these areas when applicable. 4.5 Update: No additional information.				
• resources being applied from internal revenue and capital budgets to implement e-government	229,000	154,000	156,000	0	0
	Comment: A mix of revenue and capital resources that have been set aside to upgrade core systems e.g. Financial Management System and Housing System. Funding to continue projects for 06/07 and 07/08 has yet to be specified and allocated, although the Council is aware of potential figures and these will be addressed during the 2005 budget process. 4.5 Update: The council is currently conducting a review to assess and implement plans for achieving Gershon savings. A project is planned as a part of the annual budget process, to gain funds for the sustainability and continued implementation of the e-Government programme.				
• other resources (e.g. training) (please specify)	0	2,000	0	0	0
	Comment: Training resources may be available from external sources. The IT and e-Government strategy manager sits on the Regional Partnership Cross-Party group and is chair of the East Midlands Regional Partnership				

Programme Resource	Backward Look (£)		Forward Look (£)		
	01/02 to 03/04	04/05	05/06	06/07	07/08
	(EMRLGA) for e-Government. Both of these organisations are currently exploring means of supporting the e-Government process post 31/03/06. 4.5 Update: No additional information.				
• ODPM e-Innovations Fund capital grant	0	0	0	0	0
	Comment: Funding applications are being made for mobile working and benefits assessments. Funding to continue projects for 06/07 and 07/08 has yet to be specified and allocated, although the Council is aware of potential figures and these will be addressed during the 2005 budget process. 4.5 Update: No additional information.				
• financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB), EU funding	212,000	19,000	0	0	0
	Comment: Invest to save funding from Derbyshire Revenues and Benefits Consortium. Funding to continue projects for 06/07 and 07/08 has yet to be specified and allocated, although the Council is aware of potential figures and these will be addressed during the 2005 budget process. The IT and e-Government strategy manager sits on the Regional Partnership Cross-Party group and is chair of the East Midlands Regional Partnership (EMRLGA) for e-Government. Both of these organisations are currently exploring means of supporting the e-Government process post 31/03/06. 4.5 Update: No additional information.				
TOTAL	1,035,878	575,000	623,000	0	0

Section 6 - Local e-Government Programme Efficiency Gains

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

	Backward Look (£)			Forward Look (£)				
	04/05	05/06	06/07	07/08	08/09	09/10	10/11	11/12
Efficiency Gains	Annual gain	Expected annual gain	...of which cashable	Expected annual gain	...of which cashable	Expected annual gain	...of which cashable	Expected annual gain
Corporate services, of which:								
• e-recruitment	2,101	2,101	4,201	6,302	8,402	8,402	8,402	8,402
<p>Comment: Anticipated efficiency gains made between 2005-2008 will be developed in conjunction with the projects formulated in the Council's Forward Look Annual Efficiency Statement. As these AES projects have only recently been launched, any figures quoted here are based on rough estimates only. These figures will be aligned clearly with the AES as the individual projects develop. On-line completion of job applications has now been made available. These assessments are based on the use of the Council's section of Jobs Go Public.</p>								
• e-payments	183	183	275	344	430	430	430	430
<p>Comment: Anticipated efficiency gains made between 2005-2008 will be developed in conjunction with the projects formulated in the Council's Forward Look Annual Efficiency Statement. As these AES projects have only recently been launched, any figures quoted here are based on rough estimates only. These figures will be aligned clearly with the AES as the individual projects develop. E-payments has been fully implemented and has the potential to return the highest savings but as the Council offers credit card payments as well as debit cards the credit cards have proved the most popular form of payment type to use - this causes the Council to lose revenue due to the cost of credit card transactions. An exercise is under way to consider the options - to remove the credit card option or to charge the cost of the credit card to the customer. If only debit cards were used, the Council has estimated a saving of 0.45p per payment made and would be in a position to show a high efficiency saving return for this method.</p>								
• corporate services efficiencies not covered above	500	500	1,000	10,000	10,000	10,000	10,000	10,000
<p>Comment: Anticipated efficiency gains made between 2005-2008 will be developed in conjunction with the projects formulated in the Council's Forward Look Annual Efficiency Statement. As these AES projects have only recently been launched, any figures quoted here are based on rough estimates only. These figures will be aligned clearly with the AES as the individual projects develop.</p>								
e-Procurement, of which:								

	Backward Look (£)		Forward Look (£)			
	04/05	05/06	06/07	07/08		
Efficiency Gains	Annual gain	Expected annual gain	Expected annual gain	Expected annual gain	Expected annual gain	Expected annual gain
	..of which cashable	..of which cashable	..of which cashable	..of which cashable	..of which cashable	..of which cashable
• Service specific	0	75,000	15,000	25,000	25,000	25,000
Comment: Anticipated efficiency gains made between 2005-2008 will be developed in conjunction with the projects formulated in the Council's Forward Look Annual Efficiency Statement. As these AES projects have only recently been launched, any figures quoted here are based on rough estimates only. These figures will be aligned clearly with the AES as the individual projects develop.						
• Cross-cutting e-procurement efficiencies not covered above	0	2,000	15,000	25,000	25,000	25,000
Comment: Anticipated efficiency gains made between 2005-2008 will be developed in conjunction with the projects formulated in the Council's Forward Look Annual Efficiency Statement. As these AES projects have only recently been launched, any figures quoted here are based on rough estimates only. These figures will be aligned clearly with the AES as the individual projects develop.						
Productive time, of which:						
• Service specific	0	148,000	10,000	10,000	10,000	10,000
Comment: Anticipated efficiency gains made between 2005-2008 will be developed in conjunction with the projects formulated in the Council's Forward Look Annual Efficiency Statement. As these AES projects have only recently been launched, any figures quoted here are based on rough estimates only. These figures will be aligned clearly with the AES as the individual projects develop.						
• Cross-cutting productive time efficiencies not covered above	0	10,000	10,000	10,000	10,000	10,000
Comment: Anticipated efficiency gains made between 2005-2008 will be developed in conjunction with the projects formulated in the Council's Forward Look Annual Efficiency Statement. As these AES projects have only recently been launched, any figures quoted here are based on rough estimates only. These figures will be aligned clearly with the AES as the individual projects develop.						
Transactions	0	10,000	10,000	10,000	20,000	20,000
Comment: Anticipated efficiency gains made between 2005-2008 will be developed in conjunction with the projects formulated in the Council's Forward Look Annual Efficiency Statement. As these AES projects have only recently been launched, any figures quoted here are based on rough estimates only. These figures will be aligned clearly with the AES as the individual projects develop.						
Miscellaneous efficiencies not covered above	18,500	20,000	10,000	10,000	10,000	10,000
Comment: Anticipated efficiency gains made between 2005-2008 will be developed in conjunction with the projects formulated in the Council's Forward Look Annual Efficiency Statement. As these AES projects have only recently been launched, any figures quoted here are based on rough estimates only. These figures will be aligned clearly with the AES as the individual projects develop.						

	Backward Look (£)		Forward Look (£)			
	04/05	05/06	06/07	07/08		
Efficiency Gains	Annual gain	Expected annual gain	Expected annual gain	Expected annual gain	Expected annual gain	Expected annual gain
	...of which cashable	...of which cashable	...of which cashable	...of which cashable	...of which cashable	...of which cashable
TOTAL EFFICIENCY GAINS - GROSS	21,284	270,476	86,646	118,832	118,832	118,832
LESS e-government implementation expenditure	575,000	623,000	0	0	0	0
Comment: Anticipated efficiency gains made between 2005-2008 will be developed in conjunction with the projects formulated in the Council's Forward Look Annual Efficiency Statement. As these AES projects have only recently been launched, any figures quoted here are based on rough estimates only. These figures will be aligned clearly with the AES as the individual projects develop.						
TOTAL EFFICIENCY GAINS - NET	-553,716	-352,524	86,646	118,832	118,832	118,832