



Broads Authority

The Broads - a member of the
National Park family

IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2006 (IEG6)

“Meeting the targets for e-government”

Proforma for National Park Authorities

local and regional government • housing • planning • fire • regeneration • social exclusion • neighbourhood renewal

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Local Context

The Authority has successfully met the majority of its targets for the government's final IEG deadline of March 2006. Our IEG programme has delivered the following key projects as set out in the Authority's IEG 2 return of January 2003:

- **UK NPA Web Portal** – joint project with the English NPAs (National Park Authorities) which has delivered www.nationalparks.gov.uk
- **Infrastructure** – deployment of robust local area network with fast connectivity and high specification servers and workstations.
- **Document Management (DMS)** – a document imaging, management and workflow solution for the efficient management and retrieval of electronic documents.
- **Intranet** – a corporate intranet has been deployed as part of the DMS project
- **Back office** – installation of enterprise standard data and application servers for hosting line-of-business systems
- **Website** – a new website went live in December 2005 (www.broads-authority.gov.uk)
- **Mobile working** – deployment of mobile technology and systems to field staff.
- **E-commerce and E-PoS** – introduction of electronic till and stock control system together with financial system upgrades and enhancements.

In addition to these projects we have three ongoing projects to be completed during 2006:

- **Corporate GIS** – this project is providing wider access to map-based information both internally to staff and externally to the public via our website.
- **Tolls System** – our existing toll collection and boat management software is being replaced with a system that will streamline the toll collection process and allow boat owners to renew their tolls electronically.
- **Planning System** – an electronic planning system will be deployed as part of the project to bring the planning service in house.

Via our IEG programme we are continuing to deliver improved services and a wider choice of access channels to our customers. We have transformed our IT infrastructure and provided a number of key systems to staff to streamline processes and improve the management of information and data.

IEG is already contributing to corporate efficiency gains. As highlighted in previous submissions, we are primarily making productivity rather than cash releasing efficiency gains. IEG has provided us with the means to make major changes and generate these productivity gains which have reduced the pressure on staff allowing them to divert their time to other tasks.

Our IEG programme will continue over the coming years as we implement further solutions - such as a planning system – and refine and extend the systems that have already been put in place. There is further scope for the Authority to re-engineer its business processes as we strive to improve our e-service delivery to both staff and the public in the future.

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

Outcome & Transformation Area Description	Status at 31/12/05	Status at 31/03/06	Comment <i>You may comment here in order to qualify the information given, request ODPM support, or identify your authority as an exemplar of good practice in a particular area</i>
R1 Online facilities to be available to allow applications by the public for all NPA administered grants.	Green	Green	
R2 Online facilities to be available to allow applications by land managers for access restrictions.	Green	Green	Links provided to Norfolk and Suffolk county councils who have responsibility for this function
R3 Online facilities to be available to allow inspection of Tree Preservation Order designations and applications for licenses (including guidance material).	Green	Green	TPO related information and services will continue to be handled by district council partners beyond April 2007. Our website links to the websites of the district councils who provide these services.
G1 Development of web portal and/or e-enabled contact centre for advice on different sources of funding for agricultural and other land management projects which promote National Park purposes, ensuring full use is made of the England Rural Development Plan.	Green	Green	The Rural Development Service provides advice and funding for the Broads Authority's executive area. A link is provided from the relevant page on our website to the appropriate Environmental Stewardship area of the Defra website.
E1 If already 'green' on R1, R2, R3 & G1 above, please outline plans for integration with national systems to support online access management by land owners. Otherwise, leave this row blank.			
R4 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 ¹ (see www.laws-project.org.uk).	Green	Green	Our website's A-Z is generated from the IPSV metadata of each page.
G2 Access to a range of online educational resources, activities and opportunities for youth and school groups to learn about the National Park.	Green	Green	Educational information and resources are available via our website. Links are provided to additional resources via the Broads Futures project (http://www.norfolkesinet.org.uk/pages/viewpage.asp?uniqid=3321)

¹ Authorities using alternative service taxonomies (e.g. seamlessUK) should plan for migration to the LGCL by December 2005.

E2 If already 'green' on R4 & G2 above, please agree baseline and targets for customer satisfaction and efficiency savings between the supplying organisations on shared community information initiatives in the comment column opposite. Otherwise, leave this row blank.			
R5 Public access to online reports, minutes and agendas from past NPA meetings, including future meetings diary updated daily	Green	Green	This information is being managed by our Document Management System and is automatically uploaded to our website.
R6 Online facilities to be available to allow access to information on NPA Members, including details of appointing body, photograph, brief biographical details and contact email address.	Green	Green	Members' biography pages are available on our website.
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.	Green	Green	We now provide online consultations via our website. The site also has an Update Me feature which allows visitors to sign up for email alerts on nominated topics.
G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).	Amber	Green	In the short term it is unlikely that the Authority will publish video and audio files. MS PowerPoint presentations relevant to the work of the Authority are available within agenda pages under Committees and Meetings on our website.
E3 If already 'green' on R5, R6, G3 & G4 above, please agree baseline and targets for e-participation activities, including targets for citizen satisfaction in the comment column opposite. Otherwise, leave this row blank.			
R7 Online facilities to be available to allow receipt and processing of planning applications.	Green	Green	Until we take the planning service in-house in 2007 planning applications will continue to be processed by our district council partners. We are reliant on these partners to provide these online facilities. Deep links to their pages are provided from our own website.

<p>G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of data used to monitor the distribution and loss of hedgerows, trees or habitats, density of walls, extent of heather moorland and the potential visibility impact of proposed developments.</p>	<p>Green</p>	<p>Green</p>	<p>The National Park Web Portal (www.nationalparks.gov.uk) is providing public access to our map-based data. Additional GIS layers relevant to our national park (e.g. fen habitats, grazing marshes, ESAs, mooring sites etc.) will be created and made available via our website.</p>
<p>E4 If already 'green' on R7 & G5 above, please agree baseline and targets for take-up of planning services online, including targets for customer satisfaction and efficiency savings in the comment column opposite. Otherwise, leave this row blank.</p>			
<p>R8 Online facilities to be available to allow appropriate e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.</p>	<p>Green</p>	<p>Green</p>	<p>This work is continuing following the upgrade of our financial management system in 2005.</p>
<p>G6 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).</p>	<p>Amber</p>	<p>Green</p>	<p>As a very small Authority we operate a cross-departmental account for each of the businesses we deal with. The linking of our DMS with our finance package further enhances this allowing efficient search and retrieval of information using unique identifiers..</p>
<p>G7 Regional co-operation on e-procurement between local councils.</p>	<p>Amber</p>	<p>Amber</p>	<p>Collaboration with Norfolk CC. However as a relatively small authority, we are reliant on Norfolk CC and the local district councils to lead in this area.</p>
<p>If already 'green' on R8, G6 & G7 above, please comment on progress towards providing:</p> <p>E5 Access to virtual e-procurement 'marketplace';</p> <p>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;</p> <p>E7 Agreed targets (please specify) for efficiency savings by December 2005, including the % of undisputed invoices paid in 30 days (BVPI 8);</p> <p>in the comment column opposite. Otherwise, leave this row blank.</p>			

R9 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).	Amber	Amber	e-payments facility will be provided via our website. This was due to go by the end of December 2005 but has been delayed. Initially payments will be taken for events, publications and goods. This will be extended to the payment of navigation tolls following integration with an updated tolls management system.
G8 Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	Amber	Green	A key business objective of the new tolls system is to streamline the toll collection process thus making efficiency gains. Monitoring will take place once the new system is fully operational.
E8 If already 'green' on R9 & G8 above, please agree baseline and targets for reductions in unit costs of payment transactions in the comment column opposite. Otherwise, leave this row blank.			
R10 Online facilities to be available to allow ordering of books and leaflets from publications catalogue.	Amber	Amber	e-shopping catalogue facility will be provided by our website.
R11 Online facilities to be available to allow public inspection of 'What's On' guide to local events and activities, updated daily.	Green	Green	Our events listings are published on our website. This facility allows for daily updates of event details and can be filtered by date and event category.
G9 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.	Green	Green	Ongoing. Improvements to ICT infrastructure have been made to support IEG. All our sites and offices now have broadband connectivity, allowing for fast and consistent delivery of services.
E9 If already 'green' on R10, R11 & G9 above, please agree baseline and targets for take-up of visitor services online, including targets for customer satisfaction and efficiency savings in the comment column opposite. Otherwise, leave this row blank.			
R12 Online facilities to be available to allow the public to inspect local public transport timetables and information via available providing organisation, including links to 'live' systems for interactive journey planning.	Green	Green	Our website provides full details on how to access this information with links to local public transport providers and other relevant sites (e.g. Norfolk CC's Passenger Transport Unit website).

G10 GIS-based presentation of information on alternative ways for people to reach recreation attractions other than by car, including contact details and updated daily.	Amber	Amber	
E10 If already 'green' on R12 & G10 above, please agree baseline and targets for reduction in car use in the column opposite. Otherwise, leave this row blank.			
R13 Online facilities to be available to allow public inspection of information on access opportunities and restrictions, including notification of restrictions and obstructions on rights of way.	Green	Green	
R14 Website information and service provision to be integrated with visitBritain (www.visitbritain.com).	Green	Green	NPA Portal working with VisitBritain to integrate with Portal and NPA websites
R15 Online facilities to be available to allow accommodation booking services and associated directory and information search facilities.	Green	Green	Links to tourism partner web sites (e.g. Visit Norfolk, North Norfolk DC, Waveney DC)
G11 Public access to interactive maps utilising Scalable Vector Graphics, e.g. showing the locations of services, tourism facilities and recreation opportunities and linked to real-time data such as local weather reports.	Green	Green	National Park Web Portal GIS module to be incorporated within Authority website to provide access to map-based information. Links will also be provided to real-time data such as webcams on navigation launches (in conjunction with the BBC http://www.bbc.co.uk/norfolk/webcams/norwich_mobile.shtml)
E11 If already 'green' on R13, R14, R15 & G11 above, please comment on progress towards providing SMS text services, e.g. on weather and ground conditions, safety information (lakes, waterways and uplands), special events in the comment column opposite. Otherwise, leave this row blank.			
R16 Email and Internet access provided for all NPA Members and staff that establish a need for it.	Green	Green	Email and internet access is provided for all staff. Email access for Members will be provided via our website.

R17 ICT support and documented policy for home/remote working (teleworking) for NPA Members and staff.	Green	Green	Policy has been adopted.
R18 Online facilities to be available to allow access to home/remote working facilities to all NPA Members and staff that satisfy the requirements set by the authority's published home/remote working policy.	Green	Green	Home working facilities are being made available to staff upon request in accordance with the Authority's Work Life Balance policy.
G12 Establishment of e-skills training programme for NPA Members and staff with recognised basic level of attainment (e.g. European Computer Driving Licence, British Computer Society Qualification "e-Citizen").	Green	Green	ECDL being implemented for staff.
E12 If already 'green' on R16, R17, R16 & G12 above, please agree targets for baseline and efficiency savings arising from the introduction of new ways of working in the column opposite. Otherwise, leave this row blank.			
R19 Self-service or mediated access to all council services outside standard working hours via the Internet or telephone contact centres (i.e. available for extended hours outside of 9am-5pm Monday to Friday).	Green	Green	All projects working towards this outcome
R20 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.	Green	Green	Defacto CMS has been used to redevelop the Authority's website. Defacto has a fully accessible back-end and has allows us to develop WAI AAA compliant web pages.
G13 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).	Green	Amber	Still under investigation
G14 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI).	Green	Green	National Park Web Portal conforms to level AA. Our website conforms to level AAA for the majority of pages.

G15 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk).	Green	Green	All new systems compliant. Any non-compliant systems have been replaced
E13 If already 'green' on R19, R20, G13, G14 & G15 above, please agree baseline and targets for efficiency savings based around improved accessibility of services and information in the column opposite. Otherwise, leave this row blank.			
R21 Online publication of Internet service standards, including past performance and commitments on service availability.	Green	Amber	To be published via NPA Portal. These statistics will also be available and published for our own site.
R22 Monitoring of performance of corporate website, or National Parks web portal, between 2003/04 and 2005/06 in order to demonstrate rising and sustained use, as measured by industry standards including page impressions and unique users.	Green	Green	Website performance and use have been monitored over previous years and measures published via IEG returns. Our new site uses more accurate analysis tools to provide these measures of use. Previous analysis was limited to unique users per day and not per month.
G16 Establishment of internal targets and measures for customer take-up of e-enabled access channels.	Green	Green	These targets also established and published via IEG returns.
G17 Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk).	Green	Green	These guidelines adhered to for NPA Portal and Broads Authority website.
E14 If already 'green' on R21, R22, G16 & G17 above, please agree baseline and take-up targets for migration of local authority business to e-access channels (e.g. web, telephone contact centres, Interactive Digital TV, mobile telephone) by 2005/06, including efficiency savings in the column opposite. Otherwise, leave this row blank.			
R23 Systems in place to ensure effective and consistent customer relationship management across access channels and to provide a 'first time fix' for citizen and business enquiries, i.e. using a common database, which holds customer's records, to deliver services across different channels, and enabling joined-up and automated service delivery.	Green	Green	This will be satisfied by integrating a CRM / contacts database within our Information Management Architecture / Document Management solution.

R24 All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.	Green	Green	All contact via our website is acknowledged and includes unique reference numbers.
R25 100% of email enquiries from the public responded to within one working day, with documented corporate performance standards for both email acknowledgements and service replies	Green	Green	
G18 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.	Green	Green	As per R23 - anticipated that this may be satisfied as part of our Information Management Architecture / Document Management solution.
G19 Facilities to support the single notification of a change of address, i.e. a citizen should only have to tell the NPA they have moved on one occasion and the NPA should then be able to update all records relating to that person to include the new address.	Green	Green	As above
E15 If already 'green' on R23, R24, R25, G18 & G19 above, please agree baseline and improvement targets for the percentage of public enquiries about council services resolved at first point of contact and efficiency savings resulting from investment in customer relationship management and workflow technology in the column opposite. Otherwise, leave this row blank.			

Section 2 – Change Management (self-assessment)

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

<ul style="list-style-type: none"> Appointment of people to the following key local e-government functions in your Council (see http://www.idea-knowledge.gov.uk/idk/aio/206757): 			
<ul style="list-style-type: none"> i) Member & officer e-champions 	Green	Green	Appointed in 2002
<ul style="list-style-type: none"> ii) e-government programme manager 	Green	Green	Permanent post created in 2002
<ul style="list-style-type: none"> iii) customer services management 	Green	Green	Director of Corporate Services has this role
<ul style="list-style-type: none"> Inclusion of competency development of the above key functions and training for staff affected by e-Government projects, within the Council's workforce development planning (for more information about the e-capacity Building Programme see http://www.lamip.org/MicroSites/eCapacityBuilding/Pages/TemplateUser.aspx?PageType=StandardContent&XSL=standardcontent&Key=1) 	Green	Green	
<ul style="list-style-type: none"> Establishment of an e-delivery board² 	Green	Green	The Authority's IEG Steering Group was established in 2002 to fulfil this role
<ul style="list-style-type: none"> Use of formalised programme & project management methodologies (e.g. PRINCE2, MSP) to support e-delivery programme 	Green	Green	PRINCE2 used as project management methodology for managing all IEG projects.
<ul style="list-style-type: none"> Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures 	Green	Green	Authority has agreed corporate risk management strategy and identified IEG strategy as part of its Strategic Risk Register
<ul style="list-style-type: none"> Use of customer consultation/research to inform development of corporate e-government strategy 	Green	Green	Web and internal consultation has taken place at a project level
<ul style="list-style-type: none"> Establishment of policy for addressing social inclusion within corporate e-government strategy 	Amber	Amber	
<ul style="list-style-type: none"> Identification of the specific needs of the most disadvantaged groups and exploring how Information Communication Technologies (ICT) can help to address these needs (see http://www.socialexclusion.gov.uk/page.asp?id=583) 	Red	Red	The capacity of the Authority is such that we must rely on district and county councils in addressing these needs
<ul style="list-style-type: none"> Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act), including information sharing and data quality audit procedures 	Green	Green	This role fulfilled by Director of Corporate Services

² i.e. the board that has overall responsibility for all the e-programmes in an authority as well as other governance issues such as overseeing the general management processes and the ICT architecture to deliver e-government.

³ Areas where benefits may be identified include policy or legal requirement (required), quality of service, internal management, process improvement (productivity or efficiency), Personnel or HR management, risk reduction, flexibility, economy, revenue enhancement or acceleration, strategic fit.

<ul style="list-style-type: none"> Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework (see http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf & http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf) and designation of an Information Sharing Officer 	Amber	Amber	Still under investigation.
<ul style="list-style-type: none"> Establishment of partnerships for the joint (aggregated) procurement of broadband services 	Red	Red	Broadband services are already provided by BT to all our sites and offices. With Broadband widely available throughout our executive area partnerships for joint procurement have not been necessary.
<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	Amber	It is unlikely that we will be able to fully comply with BS7799 in the short to medium term but will be working towards compliance.
<ul style="list-style-type: none"> Compliance with BS 7799 on information security management <ul style="list-style-type: none"> Implementation of Benefits Realisation Plan³ for delivery of local e-government programme strategic objectives 	Amber Amber	Amber Amber	To be considered as part of Annual Business Plan / 5 year Strategic Plan
<ul style="list-style-type: none"> Completion of mapping of Local Government Services List transactions against approved security levels (0-3) (see http://www.esd.org.uk/standards/lgsi/lgsi.doc & http://www.authentication.org.uk/levels.asp & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc) 	Amber	Amber	Where necessary, authentication will occur using functionality provided by the CMS used to develop the NPA Portal and our own website. Links and registration with Government Connect will be via the NPA Portal once integration takes place.
<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/ & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/45/04002245.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/43/04002243.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/20/53/04002053.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/39/39/04003939.doc) 	Amber	Amber	
<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 			No plans for compliance presently. This may become more relevant as the number of e-business related transactions increases.

<p>www.tscheme.org) and which will work with Government Connect (see http://www.govconnect.gov.uk/ccm/portal/)</p>	Amber	Amber	
<ul style="list-style-type: none"> ▪ Use of Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) to support: <ul style="list-style-type: none"> i) personalisation & registration for services categorised at security levels '0' and '1' through the citizen account ii) adoption of Unique IDentifiers (UIDs) and associated standards, as designated in Government Connect iii) the bereavement journey & closing of accounts (see http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp) iv) citizen & business authentication for services for services categorised at security levels 0-3 v) registration & authentication of employees for internal and cross-agency services vi) corporate approach to collection of e-payments vii) cross agency secure transactions (Government to Government) viii) account structures for citizens, businesses, property, voluntary & community bodies, schools and parishes ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local Area Agreements (where in place) x) GC Register (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en) xi) GC Exchange (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en) 	Amber	Amber	<p>Joint NPA decision to implement via NPA Web Portal when relevant services available. £20,000 has been allocated for this purpose.</p>
<ul style="list-style-type: none"> • Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) back-office connection in place (Department Interface Server) 			As above
<ul style="list-style-type: none"> • Enable Directgov (see www.direct.gov.uk) to deeplink into service pages on local authority websites, by providing & maintaining URL data, based on Local Government Service & Interaction lists, standard schemas and formats, as directed by the Local Directgov programme (see 	Amber	Amber	As our website complies with the e-GMS we assume this should be achievable.
	Amber	Amber	

<p>http://www.localgov.gov.uk/localdirectgov/ieg5)</p> <ul style="list-style-type: none"> • Reciprocal connection to Directgov (see http://www.direct.gov.uk) from corporate website and partnership portal(s) • Introduction of Digital Interactive TV services (see http://www.digitv.org.uk) • Establishment of dedicated telephone contact centre(s) services • Compliance with Freedom of Information Act 2000, including responding to requests for information from individuals within a reasonable time period (see http://www.lcd.gov.uk/foi/foidpunit.htm & http://www.pro.gov.uk/recordsmanagement/access/default.htm) • Regularly-maintained link from Local Land & Property Gazetteer (LLPG) to National Land & Property Gazetteer (NLPG) (see http://www.nlpg.org.uk) • Local Land & Property Gazetteer (LLPG) linked to Customer Relationship Management (CRM) systems • Connection to National Land Information Service (NLIS) at Level 3 (see http://www.nlis.org.uk) • 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) 	<p>Green</p> <p>Red</p> <p>Red</p> <p>Green</p> <p>Amber</p> <p>Red</p> <p>Amber</p> <p>Red</p>	<p>Green</p> <p>Red</p> <p>Red</p> <p>Green</p> <p>Amber</p> <p>Red</p> <p>Amber</p> <p>Red</p>	<p>Link exists from our website and the NPA Web Portal</p> <p>As identified in our IEG3 submission Digital Interactive TV is considered a low immediate priority.</p> <p>This is planned for 2007 to coincide with a move to new office accommodation and communications system.</p> <p>The Authority's Publication Scheme is available online. As more information is held and made available electronically the scheme will be reviewed and will evolve.</p> <p>Investigation required. We anticipate LLPG will be maintained by our local district councils rather than ourselves.</p> <p>Any link to NLIS will probably be via our local district councils until the planning service comes in-house in 2007</p> <p>With the exception of offering certain educational resources we do not provide specific services for children.</p>
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Section 3 – BVPI 157

Councils are asked to complete the following table using the definition of Best Value Performance Indicator (BVPI) 157 for Electronic Service Delivery (Corporate). You are required to validate your local list of interactions against Version 2.0⁴ 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	Reported IEG5 % e-enabled position @ 31 December 2005	Actual				
		2001/2	2002/3	2003/4	2004/5	2005/6 ⁵
Providing information: <ul style="list-style-type: none"> Total types of interaction e-enabled % e-enabled 	99%	26 44%	26 73%	26 79%	26 79%	26 96%
Collecting revenue: <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled 	96%	2 0%	2 25%	2 50%	2 50%	2 100%
Providing benefits & grants: <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled 	92%	4 0%	4 25%	4 25%	4 25%	4 75%
Consultation: <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled 	98%	11 18%	11 55%	11 73%	11 73%	11 100%
Regulation (such as issuing licences): <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled 	90%	2 0%	2 0%	2 0%	2 0%	2 100%
Applications for services: <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled 	96%	17 44%	17 38%	17 38%	17 38%	17 100%
Booking venues, resources & courses: <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled 	88%	4 50%	4 75%	4 75%	4 75%	4 100%
Paying for goods & services: <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled 	91%	3 0%	3 17%	3 50%	3 50%	3 100%
Providing access to community, professional or business networks: <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled 	98%	2 0%	2 0%	2 75%	2 75%	2 100%
Procurement: <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled 	86%	2 100%	2 100%	2 100%	2 100%	2 100%
<ul style="list-style-type: none"> TOTAL: TYPES OF INTERACTION E-ENABLED % E-ENABLED 	97%	73 34%	73 53%	73 62%	73 62%	73 97%

⁴ This updates Version 2.0 to include National Park Authority services and represents the 'core' list which will remain unchanged until April 2006 and will provide a common baseline for calculating BVPI 157 and reporting figures in IEG returns.

⁵ Authorities should base their annual BVPI 157 actuals on the position at the 31st March in each financial year (i.e. year end), including the end of programme position for 2005/06.

Section 4 – Access Channel Take-Up

In order to demonstrate public take-up of the main e-access channels that you are investing in, you are asked to complete the table below detailing actual and forecast figures for numbers of e-enabled payment transactions and change of address notifications. Planning authorities should also complete the Local Service Website line for planning applications. It is important that e-access channel investment and rollout also facilitates accompanying improvements in the corporate management capability required to monitor and collect such statistics. Industry definitions of page impressions⁶ and unique users⁷ are given in the footnotes below.

E-enablement & Main E-Access Channel Take-Up	Actual			Forecast		Comment
	03/04	04/05	05/06	06/07	07/08	
Local Service Websites <ul style="list-style-type: none"> Page impressions (annual) Unique users, i.e. separate individuals visiting website (annual) Number of e-enabled payment transactions accepted via website Number of change of address notifications accepted via website Number of planning applications accepted via website (including through the Planning Portal) 	1545 102 0 0 0	2328 145 0 0 0	1200 101 0 0 0	1380 115 3.5 0.2 0	1560 130 5.0 0.2 0	We anticipate a continued rise in the number of website users as the number of online services increases and users are directed from local and national portals. The use of more sophisticated analysis tools with our new website has highlighted some inaccuracies in previous data. Future forecasts have been adjusted accordingly.
Telephone <i>(i.e. telephone interactions where officers can access electronic information and/or update records on-line there and then, including interactions in contact centres):</i> <ul style="list-style-type: none"> Number of e-enabled payment transactions accepted by telephone Number of change of address notifications accepted via telephone 	0.3 0.1	0.7 0.1	1 0.1	0.8 0	0.7 0	The expected rise in take-up of online payments will result in a reduction in telephone transactions
Face To Face <i>(i.e. front-line operations where officers can access electronic information and/or update records on-line there and then, including interactions at reception desks, One Stop Shops & home visits):</i> <ul style="list-style-type: none"> Number of e-enabled payment transactions accepted via personal contact Number of change of address notifications accepted via personal contact 	0.2 0	1.1 0	1.6 0	1.5 0	1.5 0	
Other Electronic Media <i>(e.g. BACS, text messaging):</i> <ul style="list-style-type: none"> Number of e-enabled payment transactions accepted via BACS Number of e-enabled payment transactions accepted via text message or other electronic form Number of change of address notifications accepted via other electronic media 	0 0.7 0	0 0.9 0	0 1.8 0	0.1 1 0	0.2 1 0	These transactions are electronic payments via postal instruction for navigation tolls. We expect the numbers to decrease due to the take up of online payment options.
Non Electronic <i>(e.g. cash office, post)</i> <ul style="list-style-type: none"> Number of payments accepted by cheque or other non-electronic form Number of change of address notifications accepted via non-electronic form 	28 0.3	26.3 0.3	26.0 0.2	22.1 0.2	21.6 0.2	

⁶ **Unique User** (industry audit definition): According to IFABC Global Web Standards (www.ifabc.org) a Unique User is an "IP address plus a further identifier. Sites may use User Agent, Cookie and/or Registration ID." Note that where users are allocated IP addresses dynamically (for example by dial-up Internet Service Providers), this definition may overstate or understate the real number of individual Users concerned. A Unique User is at a minimum an IP address + the Browser ID with a unique address entering a website by any page and is counted once for the given period (the minimum audit period is one calendar month). The number of Unique Users is an indicator of a website's audience or reach.

⁷ **Page Impression** (industry audit definition): According to IFABC Global Web Standards (www.ifabc.org) a Page Impression is a "file or a combination of files sent to a user as a result of that user's request being received by the server." In effect, one request by a valid User should result in one Page Impression being counted. In most cases, a single request from a User causes the server to send several files to satisfy the request. For example, the server may send a .html file followed by several associated graphic images and audio files. A single request from a user may also cause the server to send additional .html files to build a frameset. The site must ensure that all additional, non-requested files are filtered out and excluded when counting the claimed number of Page Impressions.

Section 5 – Local e-Government Implementation Expenditure

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

	Backward Look (£)			Forward Look (£)		Comment
	01/02 to 03/04	04/05	05/06	06/07	07/08	
Programme Resources						
• IEG capital grant	400,000	300,000	100,000			
• ODPM Local e-Government Support & Capacity Programme capital grant						
• your council's nominal pro rata share of ODPM Local e-Government Partnership Programme capital grant allocated in your area						
• financial contribution from public-private partnerships						
• resources being applied from internal revenue and capital budgets ⁸ to implement e-government	56.5	68.5	62	75	75	Internal resources for expenditure on IEG projects
• other resources (e.g. training) (please specify)	1.5	2	2	5	5	ICT support training & ECDL roll-out
• ODPM e-Innovations Fund capital grant	-	-	-	-	-	
• financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB), EU funding	-	-		80	-	Additional Defra funding for planning service to come in-house.
TOTAL	458	370.5	164	160	80	
	61.5	10	10	-	-	Partnership projects with NPAs

⁸ Please show the actual capital expended in each year, not the annual cost of servicing the loan.

Section 6 – Local e-Government Programme Efficiency Gains⁹

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 Government¹⁰. Links to listed websites in the table Notes also offer a key source of support in calculating figures.

	Backward Look (£)				Forward Look (£)				Notes
	04/05		05/06		06/07		07/08		
Efficiency gains	Annual gain	... of which cashable	Expected annual gain	... of which cashable	Expected annual gain	... of which cashable	Expected annual gain	... of which cashable	
Corporate services , of which:									Corporate Services includes, but is not limited to, Finance, HR (in respect of training; only the function, not the spend), ICT, Procurement (the function, not the spend), Legal Services, Facilities Management, Travel Services, Security Services and Marketing & Communications).
• e-recruitment	0.5	-	2	-	2	-	2		Includes administrative savings on staff time (where staff are reallocated), printing, postage and on advertising expenditure.
• e-payments	1	-	1.5	-	4	-	6.2		See http://epay.brandid.net/bus_case/intro.php .
• corporate services efficiencies not covered above	-	-	-	-	-	-	-		
e-Procurement , of which:									Procured goods and services include commodity goods and services as well as professional services, temporary labour and construction. It also includes sector specific markets for areas such as roads, social housing, social care, environmental services and police. See www.nepp.org.uk/ & www.idea-knowledge.gov.uk/idk/aio/70780 .

⁹ i.e. Increases in output quality and quantity for the same cost, or sustained outputs for reduced cost, arising from the application of local e-government to automate business processes and improve managerial effectiveness. Only efficiency gains arising from investment to e-enable local services and to transform their accessibility, quality and cost-effectiveness in line with the 2005 target should be included. Savings arising from cyclical spend related to the maintenance of the existing ICT infrastructure should not be included.

¹⁰ See http://www.odpm.gov.uk/stellent/groups/odpm_localgov/documents/page/odpm_locgov_032805.pdf.

• Service Specific	-	-	-	-	-	-	-		i.e. including Adult Social Services, Children's services, Culture and sport, Environmental services, Local transport, LA social housing, Non-school education services, supporting people.
• Cross-cutting e-procurement efficiencies not covered above	0	-	15.8	-	21.6	-	32		
Productive time , of which:									The focus for this work stream is on increasing the productivity of front line staff and those who support them. Councils are expected to drive through the benefits of e-Government investment in terms of changing working and management practices to maximise the amount of time that existing members of staff are engaged in productive work (with costs reallocated accordingly), e.g. by reducing the time spent by professionals in accessing and handling information, reducing time lost through high staff turnover by introduction of remote working / home working.
• Service Specific	-	-	-	-	-	-	-		i.e. including Adult Social Services, Children's services, Culture and sport, Environmental services, Local transport, LA social housing, Non-school education services, supporting people.
• Cross-cutting productive time efficiencies not covered above	5	-	10	-	20	-	40		
Transactions	2		5		12		17		The transactions work stream applies to those efficiencies that can be gained through such means as combining activities to produce more efficient ways of dealing with customers or streamlining processes, or making a major shift from manual to electronic processing. Transactions includes areas such as council tax collection, housing benefit administration and collection of non-domestic rates, i.e. delivering efficiencies through the migration of appropriate customer groups towards more cost effective channels such as web-based interfaces and telephone contact centres, with staff reallocated accordingly.
Miscellaneous efficiencies not covered above									
TOTAL EFFICIENCY GAINS - GROSS	8.5	-	35.3	-	59.6	-	97.2		
LESS e-government implementation expenditure	370.5		164		90		80		i.e. as identified above in Section 5 - Local e-Government Implementation Expenditure
TOTAL EFFICIENCY GAINS - NET	(362)		(128.7)		(100.4)		17.2		