TAUNTON DEANE BOROUGH COUNCIL
Executive – 22nd October 2003
Report of the e-Government Manager

(This matter is the responsibility of Executive Councilor T Hall)

Implementing Electronic Government return 2003 (IEG3)

1. **Purpose of the report**
   1.1. This report seeks to bring the executive up to date with progress in Electronic Government and gain support for our "Implementing Electronic Government Return 2003".

2. **Background**
   2.1. As part of the modernisation agenda, Central Governments is encouraging Local Government to improve by making services available electronically. The government has set a target for all local Government services to be capable of being delivered electronically by the end of 2005. In support of this the Government has offered some funding to support Authorities who have robust plans and can demonstrate progress.

   2.2. For the last two years the Government has provided £200,000 per year in support of our plans for implementing electronic government. The expectation is that a further £200,000 will be available to authorities submitting a satisfactory IEG3 return.

3. **The Statement**
   3.1 The Office of the Deputy Prime Minister (ODPM) issued detailed advice on the format and content of the statement. We have sought to follow this advice as closely as possible. The draft of our IEG3 return is attached as appendix one

   3.2 As part of IEG3 the Government requires that the "Checklist for Councillors and Chief Executives" be circulated, the checklist is attached as appendix two.

4. **The next step**
   4.1 Subject to approval of the executive, the IEG3 statement will be submitted to the ODPM by the 10th November 2003.

5. **Recommendation**
   5.1 The executive is asked to approve the proposed IEG3 return.

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IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2003 (IEG3)

IMPLEMENTING ELECTRONIC GOVERNMENT RETURNS 2003 (IEG3)

Introduction

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

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

- introducing comprehensive performance assessments and action plans, and securing a progressive improvement in authorities' scores;

- overall annual improvements in cost effectiveness of 2% or more; and

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

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

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

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

The new proforma format for IEG3 returns complies with Government commitments to reduce service plan requirements for local authorities, whilst balancing the need for authorities to supply statistical information for the purpose of monitoring national progress on the implementation of local e-government. "Excellent" CPA authorities are requested to complete this plan in order to assist in benchmarking national progress and to demonstrate their commitment to e-government. In particular, the third year of IEGs represents an opportunity for self-assessment, benchmarking and measuring progress on key factors. The use of the IEG process to gather data on key areas was successfully pioneered in IEG2.

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

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

Funding

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

Completeness

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

Approval

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

Submission

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

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

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

Content

1. Priority Services

In no more than 1,000 words, please give a summary of how e-government will improve services and outcomes for citizens in your authority in terms of the seven shared priorities for local government[1] and any additional local priorities, i.e.
- *Raising standards across our schools*
- *Improving the quality of life of children, young people, families at risk and older people*
- *Promoting healthier communities by targeting key local services, such as health and housing*
- *Creating safer and stronger communities*
- *Transforming our local environment*
- *Meeting transport needs more effectively*
- *Promoting the economic vitality of localities*

Implementing Electronic Government

Our vision is built on understanding our communities and people aiming to improve their quality of life now and into the future. The Council has published goals for the next three years and helped determine a vision for Taunton to 2025 and beyond.

The Council is harnessing the opportunity that E-Government provides to help deliver the fundamental outcomes that are essential to successful, modern public services by improving access to our services at times and places convenient to customers, supporting more efficient, effective and economic business processes so that service quality increases whilst costs decrease or at least stay the same and encouraging citizen engagement with decision-making about local priorities.

Our six local Corporate Priorities have evolved to be more meaningful, and we have integrated them with our strategies, plans, partnerships, actions, future initiatives, and our performance outcomes. Delivery in particular looks towards E-Government solutions in delivering innovative service improvements. Our Core Values ensure that all services are accessible to all people in ways that are convenient to them, beneficial, providing services which make a positive difference in our communities and courteous, staff are respectful and fair at all times.

ECONOMY
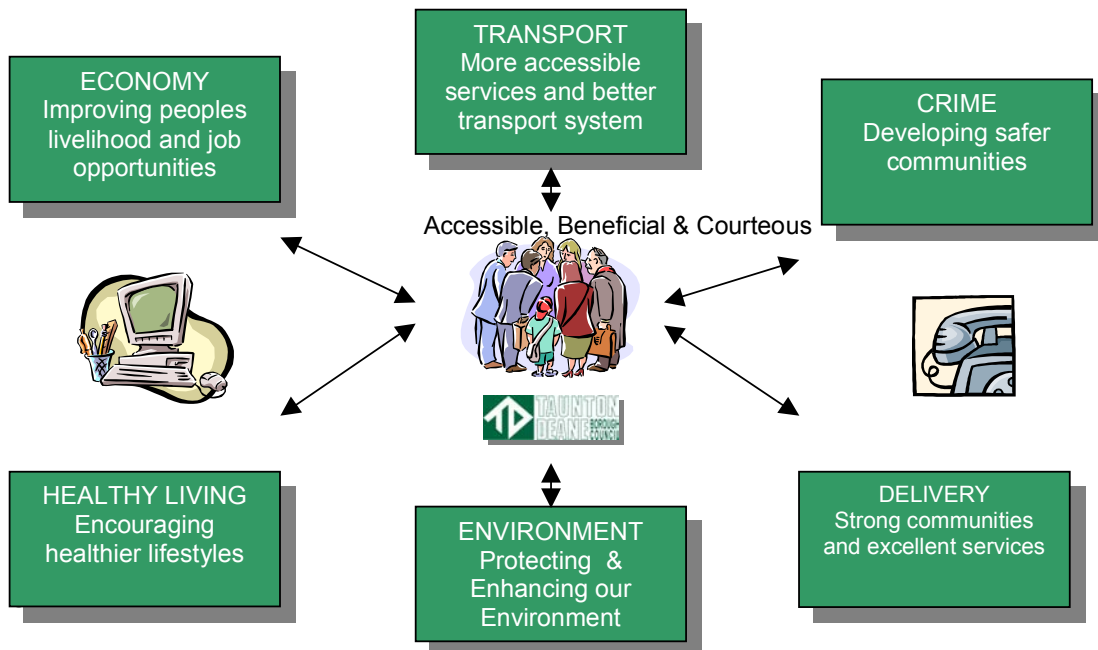Improving peoples livelihood and job opportunities

TRANSPORT
More accessible services and better transport system

CRIME
Developing safer communities

Accessible, Beneficial & Courteous

HEALTHY LIVING
Encouraging healthier lifestyles

ENVIRONMENT
Protecting & Enhancing our Environment

DELIVERY
Strong communities and excellent services

Figure One – Joining up through E-Government

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[1] See www.odpm.gov.uk/news/0207/0033.htm

The Council's Corporate Priorities closely match the IeG shared priorities between Central and Local Government – Promoting the economic viability of localities; Meeting Transport needs more effectively; Transforming the local environment; Creating safer and stronger communities; Promoting healthier communities and Improving the quality of life of young children, young people, families at risk and older people in particular.

The Council has been, and will continue to respond to needs of today and those of tomorrow through careful planning and coordination of known and likely issues and has demonstrated its ability to cope with the unexpected over the years. Our successes in E-Government enable us to be more responsive and flexible. Within our CPA self-Assessment the impact of IeG is well reflected within our Achievements, Investment, Capacity and Performance Management elements success stories and strategic and operational plans for the future.

The potential offered by information technology is recognised and resourced accordingly. We are well on target to meet our IeG promises to deliver e-Government by 2005. Achievements include:

☺ As at March 2003, 50% of services available electronically, giving wider community access to our services ☺ As at May 2003, over 1.3 million documents were stored electronically instead of in paper files; this number is growing at over 10,000 documents per week.	☺ Our web site has been recently praised and awarded a ranking of C+ nationally by SOCITIM; only 15% of districts achieved this or better. None of the Somerset Districts or County achieved as good a result. ☺ Disaster recovery plans tested and found to be robust

8. Over recent years the Council has modernised its corporate and operational arrangements to make them more able to meet these challenges and to focus on what really matters. Our focus is on achieving impact in priority areas and to ensure that this happens we have put into place over a number of years a comprehensive corporate management framework within which E-Government is a key element and catalyst for improvement.

9. The Council is very pro-active on improving e-access to their services and are currently working with their partners, funded by invest to save money from Government of over £2.8 million, on a project known as Somerset Direct. This has a two-year timetable and is aimed at improving access to local services through call centre technology. The Council has an e-Government strategy as a commitment to modernising services and keeping them secure.

10. The Council has always recognised the high importance of well trained and managed staff and has over the years made sound investment in their development and well-being. In delivering our vision for the future proactive and sustained developing support for councillors is key. Significant investment is made in developing and keeping our councillors up to date throughout their four-year tenure. Members are provided with modern laptop computers, enabling them to access electronic resources, and more effectively communicate with others.

11. Specifically for each of the shared priorities we wish to achieved:

Meeting local transport needs more effectively by providing better telephone and internet services, so that customer no longer are forced to visit our offices	Promoting Healthier communities and narrowing health inequalities by working with our Health partners to provide greater opportunities	
Transforming our local environment by providing joined up electronic services via a variety of access chanels	Creating safer and stronger communities by listening to our citizens and local agencies and reflecting their needs.	

Finally in reflecting on our IeG 2002/03 submission and promises made last year it is good to see that we have:

☺ Helped tackle social exclusion from services and communities through improved access and payment methods
☺ Supported and enhanced democracy through e-Government initiatives in particular intranet, website and hardware support
☺ Better delivered customer services around the needs of citizens
☺ Operated open, democratic government and working with our Local Strategic Partnership delivering community strategies that secure local priorities and engage local communities.

1. Self-Assessment of Local e-Organisation
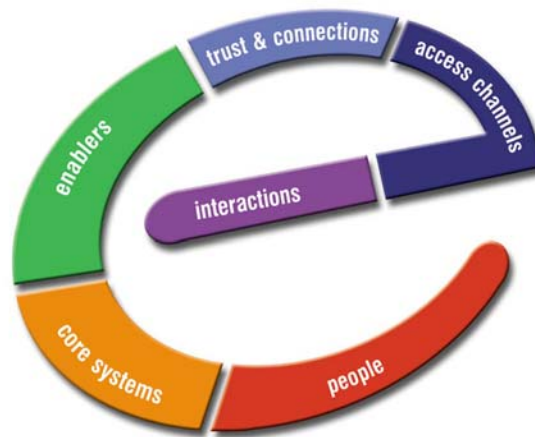
The National Strategy – Model of the local e-organisation

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

Not all the elements in the proforma checklist below will necessarily be a part of your local e-government strategy, but you are expected to be aware of all of these elements and have taken a corporate position in relation to them. It is recognised that your IEG strategy will reflect local priorities and customer preferences, but you are asked specifically to provide accompanying commentary on any areas of the proforma checklist that remain "black" in 2005/6.

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

Interactions **Note:** The Best Value Performance Indicator (BVPI) 157 provides a measure of the number of types of interactions (or contact) between the citizen and the council that are enabled for electronic delivery as a percentage of those that are available.						
• Progress towards 2005 target for the 100% e-enablement of local services	Amber	Amber	Amber	Amber	Green	We now use the I&DeA EDS Tool for measuring our progress. We are on target to meet the 2005 target.
Access Channels **Note:** Access channels are the various routes through which people might contact, or be contacted by, local service providers to undertake electronically enabled interactions.						
• Publication of approved strategy for development of access channels	Red	Red	Amber	Green	Green	
• Local service websites (tailored to achievement of transactional status^2 for corporate ".gov.uk" website)	Amber	Amber	Green	Green	Green	
• Specialist portals for local authority services in two-tier areas	Amber	Amber	Green	Green	Green	Delivered through SomersetOnline
• Contact centres (e-enabled & dealing with at least 80% of incoming telephone calls to the local authority)	Red	Amber	Amber	Green	Green	Delivered through SomersetDirect
• Establishment of fully e-enabled one stop shops for face-to-face customer contact	Amber	Amber	Amber	Green	Green	Delivered through our SomersetDirect
• Use of mobile technology for home visits / supported access services	Green	Green	Green	Green	Green	
• Establishment of Interactive Digital TV service	Amber	Amber	Green	Green	Green	Delivered through SomersetOnline

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

• E-democracy – participation in the electoral modernisation pilots for electronic voting or electronic counting	Black	Black	Black	Red	Amber	Awaiting the results of the pilot projects
• E-mail & Internet access provided for all Members	Amber	Amber	Green	Green	Green	
• Engagement with intermediaries re delivery of e-government services (e.g. Citizens Advice Bureaux)	Red	Red	Amber	Amber	Green	SomersetDirect and SomersetOnline offer facilities to trusted partners to deliver services.
Trust & connections **Note:** For the public sector to share information easily and securely, it is essential to operate within a framework of technical and legislative standards. • Use of Government Gateway (e.g. for secure authenticated transactions) (see http://www.govtalk.gov.uk/gateway_partnerlink)	Red	Amber	Amber	Amber	Green	When the gateway is ready we will use authentication within SomersetOnline, SomersetDirect and our own website
• Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk)	Amber	Amber	Amber	Amber	Amber	e-GIF compliant 2004/5, e-GMS compliant 2005/6
• Adoption of Guidelines for UK Government Websites (see www.e-envoy.gov.uk/oee/oee.nsf/sections/webguidelines-handbook-top/$file/handbookindex.htm)	Amber	Amber	Amber	Green	Green	
• Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see http://www.w3.org/WAI)	Amber	Amber	Amber	Green	Green	

• 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)	Amber	Amber	Amber	Green	Green	
• Establishment of corporate information management policy (e.g. covering management of information assets, evidence for accountability, security, assurance, disaster & contingency planning)	Amber	Amber	Amber	Green	Green	
• 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.lcd.gov.uk/consult/datasharing/datashare.htm & http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf)	Red	Red	Amber	Amber	Green	
• Establishment of partnerships for the joint (aggregated) procurement of broadband services	Red	Red	Amber	Amber	Amber	SomersetOnline Partnership issue,
• Compliance with BS 7799 on information security management	Black	Black	Black	Black	Black	We are working to implement much of the standard but do not believe we will implement it completely

Enablers **Note:** Enablers refers to the computer systems, or 'middle-ware', used to support access channel policy and provide the link to core business and information systems. You should only "green" traffic light the items below where enterprise-wide systems or policies have been implemented.						
• Use of smart cards to support service development & delivery	**Black**	**Black**	**Black**	**Black**	**Black**	Awaiting a nation smart card project
• Corporate use of Customer Relationship Management (CRM) software	**Red**	**Amber**	**Amber**	**Green**	**Green**	Delivered by SomersetDirect
• Corporate use of Geographic Information Systems (GIS) (e.g. for map-based data presentation)	**Red**	**Amber**	**Amber**	**Green**	**Green**	
• Corporate ICT support and documented policy for home working (teleworking) by staff	**Red**	**Amber**	**Amber**	**Green**	**Green**	
• Use of telemetric systems for remote monitoring & signalling, e.g. helping older people remain in their homes	**Green**	**Green**	**Green**	**Green**	**Green**	
• Establishment of corporate Intranet	**Green**	**Green**	**Green**	**Green**	**Green**	
• Corporate use of Document Image Processing & Workflow systems	**Green**	**Green**	**Green**	**Green**	**Green**	
• Application of Knowledge Management (KM) systems & techniques for service improvement	**Red**	**Amber**	**Amber**	**Green**	**Green**	
• Establishment of corporate policy on electronic records management	**Red**	**Red**	**Red**	**Red**	**Amber**	

Core Systems						
Note: Successful e-government comes from integrating corporate office support and processes with e-enabled services. Core systems refer to the core business processes of the e-enabled organisation.						
• Use of systems to enable e-procurement	**Black**	**Black**	**Black**	**Black**	**Black**	Most of the process is electronic but not all. We see no cost justification for the rest
• Upgrade of financial information systems to support e-government	**Red**	**Red**	**Amber**	**Green**	**Green**	
• Upgrade of office systems to support e-government, e.g. web-enabling legacy systems	**Amber**	**Amber**	**Amber**	**Amber**	**Green**	
• Upgrade of Human Resources & payroll systems to support e-government	**Red**	**Red**	**Amber**	**Green**	**Green**	
• Upgrade of asset management systems to support e-government	**Black**	**Black**	**Red**	**Red**	**Amber**	Subject to cost justification
• Link to National Land & Property Gazetteer (NLPG) (http://www.nlpg.org.uk)	**Red**	**Amber**	**Amber**	**Green**	**Green**	
• Automated interface with National Land Information Service (NLIS) hub (http://www.nlis.org.uk)	**Black**	**Black**	**Black**	**Red**	**Red**	Subject to cost justification
• Upgrade of income collection systems to support e-government	**Amber**	**Amber**	**Green**	**Green**	**Green**	

People						
Note: This part of the e-organisation model refers to the internal organisation and management practices of the council that are required to help deliver the people changes necessary for e-government.						
• Circulation of National Strategy **checklist** to Chief Executive and all Councillors (see www.localegov.gov.uk/nationalstrategy)	Red	Red	Green	Green	Green	
• Establishment of formally constituted partnership working to help deliver e-government:						
- Local Strategic Partnership (LSP)	Amber	Green	Green	Green	Green	
- Partnership working with other local authorities	Green	Green	Green	Green	Green	
- Public Private Partnership (PPP)	Black	Black	Black	Black	Black	We understand the importance of external funding, however there have been no suitable projects.
• Incorporation of e-government into Community Strategy	Green	Green	Green	Green	Green	
• Appointment of member & officer e-champions	Green	Green	Green	Green	Green	
• Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act)	Amber	Amber	Green	Green	Green	
• Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures	Green	Green	Green	Green	Green	
• Use of customer consultation/research to inform development of corporate e-government strategy	Green	Green	Green	Green	Green	

• Establishment of policy for addressing social inclusion within corporate e-government strategy	**Amber**	**Amber**	**Amber**	**Green**	**Green**

• Establishment of internal targets & measures for e-services, including:
 	
  - Customer take up
 	
  - Customer satisfaction
 	
  - Value for money / cost effectiveness
	Red	**Red**	**Red**	**Amber**	**Green**

• Use of project management methodologies (e.g. PRINCE2)	**Red**	**Red**	**Amber**	**Green**	**Green**
• Establishment of e-skills training programme for staff (e.g. European Computer Driving Licence)	**Amber**	**Amber**	**Green**	**Green**	**Green**
• Use of networked technologies to support e-learning	**Red**	**Red**	**Amber**	**Amber**	**Green**

3. BVPI 157

Councils are asked to complete the following table using the definition of Best Value Performance Indicator (BVPI) 157 for Electronic Service Delivery (Corporate). You are recommended to validate your local list of interactions against the list of process area interactions for all customer facing local authority services contained in the I&DeA's ESD toolkit (www.esd-toolkit.org).

NB.The method of calculation has changed for 2002/3 onwards the Information is based upon the I&DeA ESD toolkit, 2001/2 information is that reported last year.

		Actual		Forecast	
BVPI 157 Interaction Type	**2001/2**	**2002/3**	**2003/4**	**2004/5**	**2005/6**
Providing information: • Total types of interaction e-enabled • % e-enabled	26 54%	237 68%	348 100%	348 100%	348 100%
Collecting revenue: • total types of interaction e-enabled • % e-enabled	11 46%	11 100%	11 100%	11 100%	11 100%
Providing benefits & grants: • total types of interaction e-enabled • % e-enabled	0 0%	0 0%	0 0%	0 0%	1 100%
Consultation: • total types of interaction e-enabled • % e-enabled	0 0%	1 100%	1 100%	1 100%	1 100%
Regulation (such as issuing licences): • total types of interaction e-enabled • % e-enabled	0 0%	0 0%	0 0%	0 0%	32 100%
Applications for services: • total types of interaction e-enabled • % e-enabled	16 36	57 45%	60 47%	120 94%	128 100%
Booking venues, resources & courses: • total types of interaction e-enabled • % e-enabled	0 0%	4 36%	4 36%	4 36%	11 100%
Paying for goods & services: • total types of interaction e-enabled • % e-enabled	0 0%	1 2%	25 51%	49 100%	49 100%
Providing access to community, professional or business networks: • total types of interaction e-enabled • % e-enabled	2 60%	0 0%	0 0%	0 0%	3 100%
Procurement: • total types of interaction e-enabled • % e-enabled	0 0%	0 0%	1 100%	1 100%	1 100%
• TOTAL:**TYPES OF INTERACTION E-ENABLED** • **% E-ENABLED**	55 35%	310 52%	450 75%	534 91%	585 100%

2. Access Channel Take-Up

In order to demonstrate public take-up of the main e-access channels that you are investing in up to 2005/6, you are asked to complete the table below detailing actual and forecast figures for numbers of e-enabled payment transactions, plus street light failure reports / abandoned vehicles. (County councils and all-purpose authorities should complete figures for street light failure reports, whilst district councils should complete figures for abandoned vehicle reports). It is important that e-access channel investment and rollout also facilitates accompanying improvements in the corporate management capability required to monitor and collect such statistics.

	Actual ('000s)		Forecast ('000s)			Comment
E-enablement & Main E-Access Channel Take-Up	**01/2**	**02/3**	**03/4**	**04/5**	**05/6**	
Local Service Websites • Page impressions (annual) • Unique users, i.e. separate individuals visiting website (annual) • Number of e-enabled payment transactions accepted via website Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via website	65 - 0 0	120 - 1.4 0	250 - 2.4 0	500 - 4.0 0.050	1000 - 6.0 0.100	
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 Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via telephone	 0 0.523	 5.6 0.788	 6.6 0.650	 9.4 0.545	 14.2 0.440	
Face To Face *(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):* • Number of e-enabled payment transactions accepted via personal contact • Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via personal contact	 112 0	 112 0	 87 0	 72 0	 67 0	
Other Electronic Media *(e.g. BACS, text messaging):* • Number of e-enabled payment transactions accepted via BACS or other electronic form • Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via other electronic media	 340 0	 364 0	 368 0	 380 0.005	 394 0.010	 **Texting and DiTV**
Non Electronic (e.g. cash office, post) • Number of payments accepted by cheque or other non-electronic form • Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via non-electronic form	 21.8 0	 21.3 0	 16.6 0	 13.0 0	 10.0 0	 **Taunton & Wellington Cash Offices (Cheques)**

3. Delivery of Key Technical Building Blocks & Priority Services

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

National Project Technical Building Blocks & Priority Service Areas	Use of outputs from ODPM Pathfinder Project (*please score between 1-5*)	Use of outputs from ODPM National Project (*please score between 1-5*)	Partnership working with other local authorities (*please score between 1-5*)	Other Means (*please score between 1-5*)	Comment (*please comment briefly on your plans for developing each named technical building block or priority service area*)
Websites	3	3	4	4	Our website will be transactional next year
Smart cards	3	3	5		Until we can cost justify it is not a priority
Interactive Digital TV	5	3	5		Participants in a Pathfinder project (SomersetDirect)
Mobile Technology (i.e. for home/site visits)		3	2	4	Have been using the technology for some time in Housing and carparking
Telemetry (i.e. remote, real time & signalling)		2	3	4	Elderly care line, otherwise no other project t identified
Customer Relationship Management (CRM)	3	2	4	4	Our ISB4 project is due live April 2004
Knowledge Management	4	2	3		Used as part of our ISB4 project
Workflow	2	2	3	4	Our workflow project is progressing satisfactorily
e-Procurement	2	2	2	4	Have implemented those part of e-procurement that are cost justified.
Schools admissions					N/A
Local Planning Services	1	5	3	5	Significant progress made. Further functionality being developed
Electronic exchange of property information with Valuation Office Agency (VOA) for Council Tax & Business Rates		5	1	3	We await results of National Project
Working with business		4	1	4	
Crime reduction / youth offending					keeping watching brief
Claiming benefits		5	2	3	
Local e-Government Standards & Accreditation		5	3	2	e-GIF compliant 2004/5, e-GMS compliant 2005/6
Fire Services					N/A
Trading standards					N/A
Multi Agency Information Sharing		5	5		We share information with Somerset CC
e-Democracy		5	2	1	This is not a priority

4. Resources

Councils are asked to provide a summary of current and forecast expenditure on implementing electronic government up to 2005/6. This should include the standard elements in the table below and brief commentary on the use of IEG money. (Please note that implementing e-government expenditure refers to investment designed to e-enable local services and to transform their accessibility, quality and cost-effectiveness in line with the 2005 target. Cyclical spend related to the maintenance of the existing ICT infrastructure should not be included):

	Actual (£'000s)		Forecast (£'000s)			Comment
Resources	**01/2**	**02/3**	**03/4**	**04/5**	**05/6**	
• £200,000 IEG money in 2002/3 and 2003/4		200	200	200	200	
• financial contributions from EU funding	0	0	0	0	0	
• financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB)	22	187	140	50		
• financial contribution from public-private partnerships	0	0	0	0	0	
• financial contribution to or from partnership projects undertaken with other organisations, including ongoing project work using ODPM Local e-Government Partnership Programme funding and work with other government departments or agencies that have an element of service e-enabling	(15)	(45)	(50)			
• resources being applied from internal revenue and capital budgets to improve the quality of services through e-enablement	191	139	215	175	100	
• other resources (e.g. training) (please specify)						
Sub total	198	481	505	425	300	
• less current and projected savings produced from e-government investment	0	0	0	0	100	
TOTAL	198	481	505	425	200	

SUBMISSION

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

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

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

Angela Isichei
Local e-Government Team
Office of the Deputy Prime Minister
Zone 3/G5
Bressenden Place
London SW1E 5DU

Tel: 020 7944 4258
Fax: 020 7944 3799

FURTHER INFORMATION

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

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

Your regional IEG3 contacts at the ODPM are:

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

East – Julian Bowrey – julian.bowrey@odpm.gsi.gov.uk

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

South West, Fire Authorities – Peter Blair – peter.blair@odpm.gsi.gov.uk

London, South East, North East, National Parks - Janice Morphet –
janice.morphet@odpm.gsi.gov.uk

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

PUBLICATION OF IEG STATEMENTS

The ODPM may wish to publish information in connection with IEG3 proformas in due course or deposit them in its own library or that of the Houses of Parliament. Information may also be published as part of a national database to allow other local authorities to use IEG3 data for benchmarking purposes. Should you wish any element of your proforma to be treated in confidence please clearly indicate this in your response. Nevertheless, all responses will be included in statistical summaries.

www.localegov.gov.uk
The national strategy for local e-government

A checklist for councillors and chief executives

The national strategy aims to set out briefly and clearly the issues that council leaders, members, e-champions, chief executives and senior managers should be considering, the questions they should ask of their organisations and the national framework that is being created to support them.

Local e-government is a core part of the drive to improve and modernise local government. It can help you to:

- *Transform services* – making them more accessible, more convenient, more responsive and more cost-effective.
- *Renew local democracy* - making councils more open, more accountable, more inclusive and better able to lead their communities.
- *Promote local economic vitality* – creating a modern business environment can promote jobs skills, jobs and investment in your area.

The Checklist

The checklist gives you a handy way to prompt your council to think through the issues you will need to address – and to consider them in the wider context of your council's objectives.

Further information, details and guidance can be found at the government's portal for local government information
www.info4localgov.uk
and at the National Strategy Website
www.localegov.gov.uk

Leadership

1   Who leads e-government in your council?
    Have you appointed senior councillor and manager e-champions?
    Do you have a strategy to engage service managers and staff?
2   Does your local e-government strategy support:
- your Community Strategy?
- your Best Value Performance Plan?
- your Local Public Service Agreement?
- your service strategies?
3   Do you regularly review progress against your local strategy?

Transforming services

4   Do you have a customer access strategy?
    Does it identify your customers?
    Does it set out how they will deal with the council now and in the future?
    Does it set targets for the use of each main access channel?
5   How will you help and encourage people to use electronic services?
    Are your services easy to use? How could they be made easier?
    Do they offer real advantages above traditional services?
    Are they secure – and how are you building public confidence in them?
    How are you helping your community gain access to technology and skills?

6   Are you building services around customers?
How are you joining up council services?
How are you joining up with other public services and councils?

7   Are you re-designing administrative processes to make your employees' jobs easier, more productive and more effective?

8   Are you planning to use Pathfinder and National Project products to help transform your services and achieve your e-government target?

Renewing local democracy

9   Are you using e-government to increase opportunities for more people to:
- Contact your council?
- Find out what it is doing?
- Express their views and make decisions on services and plans?
- Access the information you hold about them?
- Complain when things go wrong?
- Debate issues of local importance with you – and with each other?

10   Do your councillors have access to:
- E-mail?
- The internet?
- Information that is comprehensive and easy to use about your area and your council's performance – and how they compare to others?

11   Does your e-government strategy promote social inclusion?
How are you making internet access and skills available to all who want them?
How are you using new channels to reach those who have been excluded from services in the past?
Do your electronic services improve access to services for people with disabilities?

Promoting local economic vitality

12   How do you present your area as a place to do business?
Does your website really sell your area?
Can investors use it to do business with you?

13   How do you do business with local businesses?
Can you make orders and payments electronically?
Are you using e-procurement to make it easier for local businesses to work with you?

14   Do businesses in your area have access to a high-speed communications infrastructure?
Are you working with your Regional Development Agency to promote widespread broadband availability?

15   Do you have a plan to increase the ICT skills of your workforce and population?

Delivering local e-government

16   Do you have a delivery plan to support your local e-government strategy?
Does the plan cover all of the resources you will need, including:
- *People?*
- *Skills?*
- *Money?*
- *Technology?*

Does it include a clear procurement strategy for the technology and services you will need?
Have you identified the risks in the plan – and how you can manage them?

17   Have you set targets and established ways to measure:

- The availability of your electronic services?
- Take up of your services by different delivery channels?
- The value for money of your electronic services?
- Progress in joining up services?
- The participation of more people – and a wider range of people – in local democracy?
- The contribution of e-government to your local economy?