



APPENDIX 1

**OFFICE OF THE
DEPUTY PRIME MINISTER**

Version 4i

History

JW traffic lights

RM Priority Services

JW additions to priority services, MT notes IEG group notes

RM acceptance of amendments, prep for mgt team & additions to traffic lights

RM MT amendments of section 1 and approval of 'black' lines

Data still be collected for sections 2,3,4

Appendix for Urgent items sub committee 7 November

IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2003 (IEG3)

Proforma

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



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.

Priority Services

The Peak District National Park Authority is committed to shaping the Authority's services and those delivered through partnerships to be customer/user focussed and accessible (url BVPP page 11). Electronic Government is one of the key enablers to achieve this strategic aim. In our IEG2 statement (www.peakdistrict.org/pubs/IEG/IEG2.pdf) we outlined our vision for our services, our vision for our customers, and our vision for our e-organisation. We also outlined how our IEG work is contributing to the Government key priorities, the seven critical success factors for local e-government and local/Defra priorities (url). In this section we build on our IEG2 statement and describe further planned improvements to services and outcomes for our customers in light of:

- Increasing involvement and joint working with local, regional, national and international partners
- Increasing internal knowledge gained through looking at and learning from what is happening elsewhere and through recruiting new staff with different skills and experience
- The Government focus provided through the Sustainable Development Fund (url), Planning Delivery Grant (url) and Access funding (url)
- Our commitment to a best value review of stakeholder and community engagement
- Practical experience of moving forward against our IEG Objectives
- Infrastructure connectivity, resilience and security issues
- Lack of Broadband connectivity
- Developing business processes in the light of the recently completed Executive Review

Government key priorities:

Although as a National Park we are not part of the Central-Local Partnership agreement on key priority services for local government our IEG2 statement shows clear contribution to the Government's priorities of: Raising standards across our schools; Improving the quality of life of children, young people and families; Improving the quality of life of older people; Promoting healthier communities and narrowing health inequalities; Creating safer and stronger communities; Transforming the local environment; Meeting local transport needs; Promoting the economic vitality of localities

Since IEG2

1. As an Authority working in a rural area, connection to Broadband for both us and our customers is currently difficult. To overcome this we are:

- creating a broadband WAN to link Authority properties (in partnership with Derbyshire County Council)
- installing VPN to allow authorised access to this network
- exploring (with partners) the use of satellite and wireless technologies as a way of bringing broadband to the wider community

2. We are using electronic government to facilitate increased accessibility to information about our services and engagement in our many partnership projects. The aim is with others to facilitate joined up working between different organisations and local businesses. Examples include:

- The Peak District Tourism Initiative (www.peakdistrict.org) where a new Destination Management System has been introduced and a new website is being created
- Moors for the Future (url) where investment in technology will increase understanding of this special environment and encourage visitors to enjoy it in a sustainable way
- New Environmental Economy (url) and Environmental Quality Mark (url) where local businesses are being given on line support and information and helped to market local produce through websites
- The Peak Park Transport Forum which has recently applied for European funding for a

project called MoCo (Mobility and Communications). The project aims to improve linkages between rural visitor areas and neighbouring urban centres and includes internet technology for improvements to passenger information, website linkages enabling cross purchase of tickets for public transport services and attractions, telephone technology for real time booking and public transport information, interactive bus stops and development of demand responsive services aimed at tourists.

These partnerships contribute both to National Park objectives and also government targets for communities, quality of life, environment and transport.

3. We are using a small part of the Planning Delivery Grant to support the implementation of our new planning system which, with further investment, will link to our CRM and eventually provide a fully enabled link to UK Planning online

4. We are using our website to promote accessibility to grants available to communities and individuals through the Village information pages and the Sustainable Development Fund. The fund itself is also able to support local projects which are using technology to improve communications and electronic access within communities in the pursuit of sustainable development outcomes.

5. We publish all corporate documents on line, including, in the last year, the Local Plan (url) and propose to fully use technology in development of the next National Park Management Plan, for disseminating information and consultation.

Government critical success factors for local e-government:

In our IEG2 statement we explained our plans to make services: Joined up; Accessible; Delivered/supported electronically; Delivered jointly; Delivered seamlessly; Open and accountable; Used by e-citizens

Since IEG2 we have....

6. Decided to extend our vision for our new first line customer services to cover all the Authority's services in order to improve first time resolution of enquiries. Following a pilot covering Development Control and the Chief Executive unit we will extend the service to all customer interfaces, except in cases where a business case cannot be made or where resources constrain provision of an effective service.

7. Become actively involved in the Derbyshire IEG Partnership forum (and also have started to establish working links with Staffordshire IEG Partnership and other local authorities outside Derbyshire) and are pursuing opportunities to:

- Extend service delivery hours through sharing Derbyshire County Council's contact centre out of normal office hours and through the Peak District Sustainable Tourism partnership
- Partner with Derbyshire on the provision of a customer relationship management system as this provides the potential for more joined up and seamless service delivery to our customers than partnering with the National Park family
- Partner with Derbyshire on their e-forms project to assist with providing fully enabled services over the web
- Possibly partner with other constituent councils on sharing a GIS post due to current recruitment difficulties in this skill area

8. Started to work on our asset management strategy which will include looking at opportunities for sharing with partners front line customer service accommodation in Bakewell and other areas in the National Park to bring our services closer to the local communities we serve. This includes use of our own visitor centre bases to increase the number of customer access points throughout

the National Park and increasing access channels through shared kiosks, video phone links in libraries etc

9. Realised that we need to spend more on our infrastructure development to achieve greater connectivity and resilience. This has required a reprioritisation of our expenditure plans.

10. Agreed to continue to lead during the development and implementation period the National Park portal project on behalf of all National Parks rather than the Parks incurring additional expenditure in establishing a joint company.

11. Decided that our best value review of community engagement will include looking at how we can use electronic means of communication to increase participation and engagement with our customers and communities.

Local and Defra priorities:

Our Best Value Performance Plan (url) explains how our work contributes to local and Defra priorities.

Since IEG2....

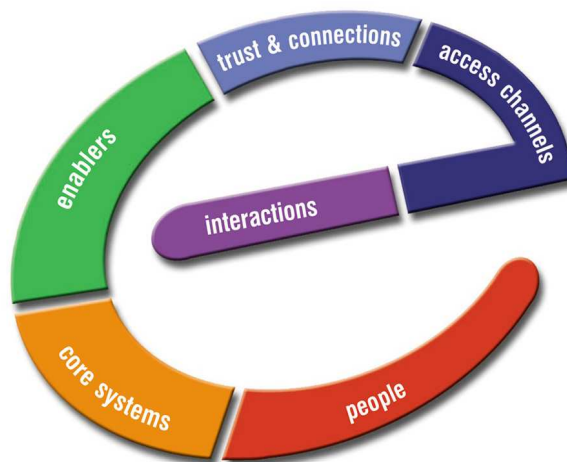
12. We are discussing with statutory agencies how over the next 12 months our services to farmers and landowners and those of agencies like Defra and English Nature can be combined locally into a 'one stop shop' with links to our CRM. This will be further enabled by our continuing commitment to the National Park LaMis project (url) which provides farmers with electronic access to 'what's on my land' and information about the funding help that might be available.

13. The National Park portal project, planned for Spring 2004 will provide a new access channel for delivering the tourism strategy and visit Britain initiative as well as wider information about the work of the Authority and its partners.

14. VPN and the use of mobile technology will enable us to improve the quality of service in planning, conservation and countryside management. Using PDAs will help us more easily gather data for monitoring of the State of the Park report and monitoring achievement of targets in our biodiversity action plan.

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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.localgov.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.localgov.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	
<p>Local e-organisation:</p> <p>Black = Not part of current local e-government strategy or not applicable</p> <p>Red = Preparation & planning – to include projects that are being planned or being piloted</p> <p>Amber = Implementation stage – roll out of approved projects</p> <p>Green = Fully implemented – projects completed & implemented</p> <p>e.g. for progress against a particular element you might enter:</p>	2001/02	2002/03	2003/04	2004/05	2005/06	<p>Comment</p> <p>e.g. “black” status may include elements on the proforma that are not planned, or awaiting the outcome of ODPM National Project work or partnership activity, or areas on the proforma that are not applicable to particular types of authority. Limited areas of “black” are perfectly acceptable on this proforma as a reflection of local circumstances and prioritisation of e-government work and investment.</p> <p>e.g. “red” status should be applied to all elements on the proforma where work is at the research stage, being piloted before wider rollout across the authority/partnership, or planned but not yet approved for funding.</p> <p>e.g. “amber” status should be applied to all elements on the proforma where work has been approved for funding and is actively being implemented.</p> <p>e.g. “green” status should be applied to all elements on the proforma where projects have been actioned and implemented or particular standards achieved with plans for extended rollout on an enterprise-wide basis, i.e. across the authority/partnership.</p>
<p>Interactions</p> <p>Note: The Best Value Performance Indicator (BVPI) 157 provides a measure of the number of types of interactions (or contact) between the citizen and the council that are enabled for electronic delivery as a percentage of those that are available.</p>	Red	Red	Amber	Amber	Green	

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	
<ul style="list-style-type: none"> Progress towards 2005 target for the 100% e-enablement of local services 	31.6% Amber	33.9% Amber	65.85% Amber	75.0% Amber	100% Green	Failed to reach target as at 31/03/03. Planned IEG systems put in place by that date but changes to Financial Regulations relating to financial transactions still have to be authorised. This means that a number of interactions are fully e-enabled but not in use. Financial Regulations due to be changed by March 2004. Registered as ESD toolkit user.
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.						
<ul style="list-style-type: none"> Publication of approved strategy for development of access channels 	Red	Amber	Green	Green	Green	See IEG 2 Statement page 12
<ul style="list-style-type: none"> Local service websites (tailored to achievement of transactional status¹ for corporate ".gov.uk" website) 	Amber	Amber	Amber	Green	Green	Joint e-forms project with Local Authority partners. Authentication as part of National Parks portal project. Need to work with Internal Audit on issues over financial transactions.
<ul style="list-style-type: none"> Specialist portals for local authority services in two-tier areas 	Red	Amber	Amber	Green	Green	Partnership formed with other National Parks. Tendering process complete, supplier appointed, scoping exercise complete. Roll out Spring 2004. Also working with: <ul style="list-style-type: none"> - Local Authorities portal, GIS, A-Z and other on-line services - Tourism Forum partners' websites
<ul style="list-style-type: none"> Contact centres (e-enabled & dealing with at least 80% of incoming telephone calls to the local authority) 	Red	Red	Amber	Amber	Green	Customer Service Team being created integrated with service teams. Training programme started. CRM tender process underway. Roll out spring 2004. Also investigating shared contact centre with DDC to extend hours.
<ul style="list-style-type: none"> Establishment of fully e-enabled one stop shops for face-to-face customer contact 	Red	Red	Amber	Amber	Green	As Customer Service Team above plus upgrade of reception area to create 'one stop shop'. Planning to link with other partners inputting into A-Z and knowledge management
<ul style="list-style-type: none"> Use of mobile technology for home visits 	Red	Red	Amber	Amber	Green	Remote access to network (using VPN) currently being

¹ 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.

Traffic Light Status: availability against 31 December 2005 target date for local e-government	Status at 31/03/02	Status at 31/03/03	Anticipated Status at 31/03/04	Anticipated Status at 31/03/05	Anticipated Status at 31/03/06	
<p>/ supported access services</p> <ul style="list-style-type: none"> Establishment of Interactive Digital TV service E-democracy – participation in the electoral modernisation pilots for electronic voting or electronic counting E-mail & Internet access provided for all Members Engagement with intermediaries re delivery of e-government services (e.g. Citizens Advice Bureaux) 	Black	Black	Black	Black	Black	<p>installed as part of infrastructure development. Archaeology GPS field trials underway. Currently developing links (using laptops) to new Planning System - roll out Spring 2004. Also developing programme for Conservation staff and Rangers.</p> <p>Investigated as part of National Parks portal project - CMS capable of producing Digital TV templates - but currently beyond available resources. Liaising with Local Authority partners about future developments.</p> <p>Authority is not elected but participation and consultation already partially e-enabled through use of bulletin board. See www.peakdistrict.org/Stanager. Further work needed to extend consultations to all groups comprehensively.</p> <p>In conjunction with Local Authority partners.</p> <p>Working with partners in Peak District Tourism Forum (destination management system – in place; new web portal being developed); conservation groups (NT, CPRE, EN for Biodiversity Action Plan www.peakdistrict.org/BAP and with Parishes www.peakdistrict.org/Village Pages for grants, exchange of village plans etc. Also Parish Councils IT survey carried out to explore how technology can be used to help. Researching links to GOEM and Forestry Authority to enable electronic exchange of information on data.</p>
<p>Trust & connections</p> <p>Note: For the public sector to share information easily and securely, it is essential to operate within a framework of technical and legislative standards.</p> <ul style="list-style-type: none"> Use of Government Gateway (e.g. for secure authenticated transactions) (see http://www.govtalk.gov.uk/gateway_partnerlink) Compliance with Government 	Red	Red	Red	Amber	Green	<p>Part of the National Parks portal project (Which is being led by the Peak District on behalf of National Park Partners)</p> <p>Included in all National Parks projects and part of IT</p>

Traffic Light Status: availability against 31 December 2005 target date for local e-government	Status at 31/03/02	Status at 31/03/03	Anticipated Status at 31/03/04	Anticipated Status at 31/03/05	Anticipated Status at 31/03/06	
<p>Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk)</p> <ul style="list-style-type: none"> Adoption of Guidelines for UK Government Websites (see www.e-envoy.gov.uk/oeo/oeo.nsf/sections/webguidelines-handbook-top/\$file/handbookindex.htm) Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see http://www.w3.org/WAI) 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) Establishment of corporate information management policy (e.g. covering management of information assets, evidence for accountability, security, assurance, disaster & contingency planning) 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/eT) 	Amber	Amber	Amber	Green	Green	<p>infrastructure improvements</p> <p>Updated current website to comply where possible. Full compatibility to be achieved with National Parks portal.</p>
	Red	Amber	Amber	Green	Green	Part of the National Parks portal project
	Amber	Amber	Green	Green	Green	Publication scheme approved Jan 2003. Currently being implemented. National Park archive being created with NOF funding. www.peakdistrict.org/FoI
	Amber	Amber	Amber	Green	Green	Some knowledge management systems exist (A-Z of Authority services) but being reviewed and extended as part of creation of Customer Service Team and CRM. Disaster recovery policy being written (New IT Manager recently appointed) and extended as part of investment in new infrastructure which includes improved resilience.
	Red	Red	Red	Amber	Green	Research needed re. exchange of information between public agencies. Working with Local Authority partners.

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	
rustguidegovtalk.rtf <ul style="list-style-type: none"> Establishment of partnerships for the joint (aggregated) procurement of broadband services Compliance with BS 7799 on information security management 	Red	Amber	Green	Green	Green	<p>Broadband service provided by Derbyshire County Council, making use of Learning Stream for Losehill Hall Study Centre plus EPS9 links to create network.</p> <p>Data protection training given to key staff. Work needed on guidance and policy currently underway.</p>
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. <ul style="list-style-type: none"> Use of smart cards to support service development & delivery Corporate use of Customer Relationship Management (CRM) software Corporate use of Geographic Information Systems (GIS) (e.g. for map-based data presentation) Corporate ICT support and documented policy for home working (teleworking) by staff Use of telemetric systems for remote monitoring & signalling, e.g. helping older people remain in their homes Establishment of corporate Intranet 	Black	Black	Black	Black	Black	<p>Initial investigations shows currently beyond resources. Would need to work with Partners (eg DCC B-Line, GMPT Transport.. Other possible areas - Car Parking, Cycle hire. Researching re. links to internet, CRM (National Projects).</p> <p>Customer service team being formed. Roll out Spring 2004 for Planning and Corporate services. Education, conservation and Ranger services to follow.</p> <p>Used by all relevant services since 1995. Linking with County GIS portal.</p> <p>Exists as part of Work/Life Balance policy. Being updated & extended with review and introduction of new infrastructure which include connections to Authority LAN through VPN.</p> <p>CCTV used in car parks but not currently linked in real time. Exploring possible further applications that could assist service provision eg real time fire (Envisat) and flood monitoring (De Montfort University).</p> <p>Created 1999. To be updated (using CSM) as part of the Portal project.</p>

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<ul style="list-style-type: none"> Corporate use of Document Image Processing & Workflow systems 	Red	Red	Amber	Amber	Green	National Parks joint project. Research completed. Currently in tendering process. Also working with Local Authority partners.
<ul style="list-style-type: none"> Application of Knowledge Management (KM) systems & techniques for service improvement 	Red	Amber	Amber	Green	Green	Some nascent knowledge systems already exist (A-Z of services www.peakdistrict.org/findingtherightpersontotalkto . Being re-written and extended as part of the development of the Customer Service Team and the introduction of CRM
<ul style="list-style-type: none"> Establishment of corporate policy on electronic records management 	Black	Black	Red	Amber	Green	Being developed through DMS and creation of database for paper files. Integrated with development of data protection work.
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.						
<ul style="list-style-type: none"> Use of systems to enable e-procurement 	Red	Red	Amber	Amber	Green	Working with Derbyshire Local Authority partners
<ul style="list-style-type: none"> Upgrade of financial information systems to support e-government 	Green	Green	Green	Green	Green	Exchequer Finance software installed 1999. Upgraded 2003
<ul style="list-style-type: none"> Upgrade of office systems to support e-government, e.g. web-enabling legacy systems 	Amber	Amber	Green	Green	Green	Authority e-archive created (NOF funded). Goes live Autumn 2003. Stepped programme to integrate legacy data where business case can be made.
<ul style="list-style-type: none"> Upgrade of Human Resources & payroll systems to support e-government 	Green	Green	Green	Green	Green	Personnel Manager software installed. Need to develop interoperability between Personnel Manager and outsourced payroll service (through Derbyshire CC)
<ul style="list-style-type: none"> Upgrade of asset management systems to support e-government 	Red	Red	Red	Amber	Green	Currently creating in-house systems for IT, and investigating options.
<ul style="list-style-type: none"> Link to National Land & Property Gazetteer (NLPG) (http://www.nlpg.org.uk) 	Red	Red	Red	Amber	Green	Committed to BS7666 standard through working with Local Authority partners. New planning system installed to assist transfer of data from Address Point. See IEG 2 page 15
<ul style="list-style-type: none"> Automated interface with National Land 	Red	Red	Red	Red	Green	Very small minority of requests come direct to the Authority.

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<p>Information Service (NLIS) hub (http://www.nlis.org.uk)</p> <ul style="list-style-type: none"> Upgrade of income collection systems to support e-government 	Red	Red	Amber	Green	Green	<p>Currently indirect suppliers of data but we are working with Local Authority partners to comply with NLIS standards. See IEG 2</p> <p>Relatively little income collection (Planning applications, tourism goods, car park and cycle hire payments). Credit card phone orders currently accepted. E payments being set up as part of National Park Portal project.</p>
<p>People</p> <p>Note: This part of the e-organisation model refers to the internal organisation and management practices of the council that are required to help deliver the people changes necessary for e-government.</p> <ul style="list-style-type: none"> Circulation of National Strategy checklist to Chief Executive and all Councillors (see www.localgov.gov.uk/nationalstrategy) Establishment of formally constituted partnership working to help deliver e-government: <ul style="list-style-type: none"> Local Strategic Partnership (LSP) Partnership working with other local authorities Public Private Partnership (PPP) Incorporation of e-government into Community Strategy Appointment of member & officer e-champions Appointment of officer(s) to lead on 	Black	Green	Green	Green	Green	<p>Briefing sessions given to CE, management team and members (also 50% of staff). Strategy distributed. Awaiting arrival of checklist.</p> <p>National Parks Partnership working on Portal, CRM, DMS and LAMIS projects</p> <p>Associate Member of Derbyshire IEG group. Working on sharing of e-forms, spatial data, e-procurement, A-Z and CRM.</p> <p>Developing IEG with PPP that currently exist (with public utilities, local businesses, landowners, tourism providers etc for fire fighting plans, conservation and education)</p> <p>Community strategy currently being developed but e-government will be fully integrated. E-Government central to Communications strategy adopted Feb 2002.</p> <p>Adrian Brown, Chair of Policy. Ruth Marchington, Director of Corporate Resources. Jeff Winston, Head of Information Management.</p>

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corporate governance of information assets and information legislation (e.g. Freedom of Information Act)	Green	Green	Green	Green	Green	Jeff Winston, Head of Information Management
<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	Amber	Green	Green	Green	See IEG 2 (page 21) and subsequent Action Plans considered by IEG Steering Group
<ul style="list-style-type: none"> Use of customer consultation/research to inform development of corporate e-government strategy 	Amber	Amber	Amber	Green	Green	Research piloted internally. On line research planned for Winter 2003/Spring 2004.
<ul style="list-style-type: none"> Establishment of policy for addressing social inclusion within corporate e-government strategy 	Red	Red	Amber	Green	Green	Equality Standard for Local Government adopted. Our Corporate Equality Policy and Plan will reflect how we will be using electronic service delivery to increase accessibility and remove blockages
<ul style="list-style-type: none"> Establishment of internal targets & measures for e-services, including: <ul style="list-style-type: none"> Customer take up 	Red	Red	Amber	Amber	Green	Call logger reporting functions not being fully utilised but they will be as part of the current infrastructure project. This also includes installation of MS Exchequer, which will produce reports on email contacts and the development of the CRM which will produce statistics on customer take up.
<ul style="list-style-type: none"> Customer satisfaction 	Red	Red	Amber	Amber	Green	Customer research is part of Communications strategy (supported by on-line questionnaires) and also the community liaison programme.
<ul style="list-style-type: none"> Value for money / cost effectiveness 	Red	Red	Amber	Amber	Green	2% cost savings by March 2006 to be identified as part of sharing technology, procurement and service delivery with others
<ul style="list-style-type: none"> Use of project management methodologies (e.g. PRINCE2) 	Red	Red	Amber	Green	Green	External contracts (portal, infrastructure etc) include the requirement to follow recognised project methodology.
<ul style="list-style-type: none"> Establishment of e-skills training programme for staff (e.g. European Computer Driving Licence) 	Red	Red	Amber	Green	Green	ICT skills audit being carried out. ECDL pilot completed (part of Customer Service Team training programme in conjunction with Sheffield City Council.)

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	
<ul style="list-style-type: none"> Use of networked technologies to support e-learning 	Red	Red	Amber	Green	Green	Learning room already exists with IT learning packages. Proposed to network with thin client and develop on line support through intranet,

2. 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).

	Actual		Forecast		
BVPI 157 Interaction Type	2001/2	2002/3	2003/4	2004/5	2005/6
Providing information: <ul style="list-style-type: none"> • Total types of interaction e-enabled • % e-enabled 					
Collecting revenue: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 					
Providing benefits & grants: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 					
Consultation: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 					
Regulation (such as issuing licences): <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 					
Applications for services: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 					
Booking venues, resources & courses: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 					
Paying for goods & services: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 					
Providing access to community, professional or business networks: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 					
Procurement: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 					
<ul style="list-style-type: none"> • TOTAL TYPES OF INTERACTION E-ENABLED • % E-ENABLED 	31.60%	33.90%	65.85%	75%	100%

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

3. 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 <ul style="list-style-type: none"> Page impressions (annual) Unique users, i.e. separate individuals visiting website (annual) Number of e-enabled payment transactions accepted via website Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via website 	2,926	3,185	3,504	4,029	4,634	
Telephone <i>(i.e. telephone interactions where officers can access electronic information and/or update records on-line there and then, including interactions in contact centres):</i> <ul style="list-style-type: none"> Number of e-enabled payment transactions accepted by telephone Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via telephone 						
Face To Face <i>(i.e. front-line operations where officers can access electronic information and/or update records on-line there and then, including interactions at reception desks, One Stop Shops & home visits):</i> <ul style="list-style-type: none"> Number of e-enabled payment transactions accepted via personal contact Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via personal contact 						
Other Electronic Media <i>(e.g. BACS, text messaging):</i> <ul style="list-style-type: none"> Number of e-enabled payment transactions accepted via BACS or other electronic form Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via other electronic media 						
Non Electronic <i>(e.g. cash office, post)</i> <ul style="list-style-type: none"> Number of payments accepted by cheque or other non-electronic form Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via non-electronic form 						

4. 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.localgov.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					
Smart cards					
Interactive Digital TV					
Mobile Technology (i.e. for home/site visits)					
Telemetry (i.e. remote, real time & signalling)					
Customer Relationship Management (CRM)					
Knowledge Management					
Workflow					
e-Procurement					
Schools admissions					
Local Planning Services					
Electronic exchange of property information with Valuation Office Agency (VOA) for Council Tax & Business Rates					
Working with business					
Crime reduction / youth offending					
Claiming benefits					
Local e-Government Standards & Accreditation					
Fire Services					
Trading standards		1	1	1	National park authorities do not provide consumer advice or protection, however they could provide a new access channel for consumer information through electronic links. This cannot be achieved at present as the national project partners do not cover any areas connected with the

					national parks.
Multi Agency Information Sharing	1	1	3	3	National projects (housing benefits, people at risk etc) not directly relevant to the work of national parks but principle of information sharing applicable elsewhere. Exploring with local authority and other partners how knowledge management systems might be integrated where a business case can be made.
e-Democracy		1	3	3	National parks not directly elected but public consultation and participation can benefit from IEG through bulletin boards, discussion forums and on-line surveys.

5. Resources

Councils are asked to provide a summary of current and forecast expenditure on implementing electronic government up to 2005/6. Standard elements are given in the table below. Details of allocation against specific expenditure heads are given in the following two pages. (Cyclical spend related to the maintenance of the existing ICT infrastructure is not included):

Resources	Actual (£'000s)		Forecast (£'000s)			Comment
	01/2	02/3	03/4	04/5	05/6	
<ul style="list-style-type: none"> £200,000 IEG money in 2002/3 and 2003/4 		150,000	150,000	200,000	???	Please see attached resources schedule explaining use of IEG money and other allocated money. Continuation of the IEG grant would be welcomed and is an essential requirement for us to achieve our IEG objectives
<ul style="list-style-type: none"> financial contributions from EU funding 				???	???	Depends if recent Transport bid is successful
<ul style="list-style-type: none"> financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB) 						
<ul style="list-style-type: none"> financial contribution from public-private partnerships 						
<ul style="list-style-type: none"> financial contribution to or from partnership projects undertaken with other organisations, including ongoing project work using ODPM Local e-Government Partnership Programme funding and work with other government departments or agencies that have an element of service e-enabling 		50,000	50,000 03.5 34	03.5 17	03.5 17	Partnership work with other National Parks E-Forms partnership work with DCC DAMS partnership work with Countryside Agency
<ul style="list-style-type: none"> resources being applied from internal revenue and capital budgets to improve the quality of services through e-enablement 			10,000 121,500 10,000	121,500 5	121,500 5	Contribution from Planning delivery grant Reallocated core budget (Includes partnership contributions above and new IT staff) Use of service budget for destination management system
<ul style="list-style-type: none"> other resources (e.g. training) (please specify) 			18,000	10,000 15,000	10,000 ??	Use of corporate and service training budgets Use of externally funded corporate overhead budget to fund IEG project officer post
Sub total			359,510	351,500 ??	???,???	
<ul style="list-style-type: none"> less current and projected savings produced from e-government investment 						None yet identified as focus on improving performance and accessibility. Future savings may be possible after enabling technologies have been fully implemented. 2% saving is target in traffic lights section.
TOTAL		200,000	359,500	351,500 ??	???,???	

Project	2003/4				2004/05				2005/6			
	IEG 2002/03 2003/04	Reallocated core budget		Service	IEG	Reallocated core budget		Service	IEG	Reallocated core budget		Service
		Cap	Rev	Cap/Rev		Cap	Rev	Cap/Rev		Cap	Rev	Cap/Rev
National Park Web portal	£PPx2yrs						£15,500				£15,500	
Customer Relationship Mgt	£PPx2yrs				£xxx		£12,000				£12,000	
Consultation with customers			£500									
First line customer service team												
Information kiosks				£Tourism	£xxx							
Tapping into existing access channels of other organisations			£2,700				£2,500				£2,500	
AH access point					£xxx							
Fully transactional web site			£3,300 (e-forms)	£IT			£3,500 (e-forms)	£IT			£3,500 (e-forms)	£IT
Site visit technology	£15,355			£IT	£xxx			£IT				£IT
Culture and structure change												
Management development and staff training			£10,000					£HR				£HR
Infrastructure development & Telephone connectivity	£200,000			£IT				£IT				£IT
IT Staff			£43,000 (staff)	MS (O/H)			£43,000 (staff)	MS (O/H)			£43,000 (staff)	MS???
One off Licences			£22,000		£xxx							

Project	2003/4				2004/5				2005/6			
	IEG 2002/3 and 2003/4	Reallocated core budget		Service	IEG	Reallocated core budget		Service	IEG	Reallocated core budget		Service
		Cap	Rev	Cap/ Rev		Cap	Rev	Cap/ Rev		Cap	Rev	Cap Rev
Contact/consu ltation database					£xxx							
Document Mgt System	£25,000				£xxx		£20,000				£20,000	
Destination Mgt system				£10,000				£5,000				£5,000
Planning system	£54,000		£8,000		£xxx		£8,000				£8,000	
F&CS consultation/ LAMIS	£PP				£xxx						<u>To find Rev?</u>	
Archaeology system?					£xxx						<u>To find Rev?</u>	
Integrated information mgt system	£5,000											
Desktop access mgt system		£32,000					£17,000 (staff)				£17,000 (staff)	
Asst Mgt system					£xxx						<u>To find Rev?</u>	
Financial system improvements	£645											
Homeworking /teleworking	Include in infrastruct ure							£IT				£IT
Other partnership projects					£xxx							
TOTAL	£400,000	£121,500			£200,000	£121,500				£121,500		

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/lqih

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.