Epping Forest District Council

OFFICE OF THE DEPUTY PRIME MINISTER

local e-gov

IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2005 (IEG5)

"Meeting the targets for e-government"

Name of Authority: Epping Forest District Council

IEG Contact Name: Adrian Scott

Email: ascott@eppingforestdc.gov.uk

Telephone No: 01992 564457

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Local Context

Epping Forest District Council is based on the London fringe and as a result has an urban/rural split community. This presents the Authority with different issues in terms of service delivery through its current channels and one that E-government may address to the benefit of all.
The Council is commited to achieving Central Government's target date of March 2006 for 100% electronic service delivery (ESD), but must point out that this will be done in accordance with the Council's own economic policies and business case justification. Central Governments capital based IEG grants are assisting the Council in implementing various new channels of access but this capital spend also puts considerable strain on the Councils limited revenue budgets. Obviously all E-government projects that are put forward will be subject to the resources available. Therefore the 100% target is very much determined locally by balancing both the customer needs and the economic reality of a District Council.
The Council's E-Government plan for 2005/6 is based on the many initiatives that are currently underway within the organisation. The plan is being achieved through a 'step by step' approach that allows each initiative to demonstrate its benefits and act as a pilot for later corporate adoption. This methodology has ensured that large investment is not made until clear corporate benefits can be realised. This is critical for a small organisation like Epping Forest District Council that suffers from limited resource and diverse business needs.
Central to the Council's strategy for e-government is the Essex Online partnership (EOLP) comprising of all District and Borough councils in the County, Essex Police, Essex Fire and Rescue, the Strategic Health Authority and the County Council.The aim of EOLP is for effective and joined up local government services making them more convenient and straightforward to use and access online, by collaboration we aim to reduce and share the costs of implementing e-government. The joint programme of work has contributed to;

- An integrated and secure County data infrastructure so we can share data and information about our customers and our services between our organisations
- Joining up our various customer services functions by integrating our telephony systems and establishing standards for the sharing of customer information
- Helping to drive forward the take-up of electronic procurement so we can purchase goods and services more effectively and more cheaply, this has also resulted in an improved Merchant Traders interest rates for all authorities.
- Tackling the issue of Broadband availability and promoting it as an enabler of e-government.

The Council believes that E-Government will lead to far more effective service delivery and can in the medium to long term deliver real efficiencies across the whole Local Government sector.
The Council's main E-Government projects for 2005/6 are:
Corporate Customer Contact Centre development. This new access channel will offer various access methods ranging from 'face to face' to internet self service. All access methods will be supported by a corporate Customer Relationship Management (CRM) system that is integrated (at the appropriate

level) into all of the relevant existing ‘back office’ ICT systems. This new single method of managing customer contact will offer significant improvements to the efficiency and effectiveness of the Council.
Implementation of an Electronic Records and Document Management System to enable all Council records to be made available in an electronic form. This project will ensure that records can be accessed easily and consistently across all services areas. This will not only streamline back office activity but will allow the far greater access to information by the public and other agencies.
Our successes during 2005/6 have to date involve mainly paper saving. For example, presenting council minutes and agendas online has already made some officer efficiency gains and saved money on our print bill. The same is true in making leaflets and information available online. Information is also more easily accessible, even out of normal office hours, via the website, which also allows residents and visitors to feedback comments and complaints. This in turn relieves some of the volume of phone calls we receive, although this is of course reliant on external factors.
The most important future benefit for citizens is access. A combination of an e-enabled website and contact centre will mean that citizens can gain access to information and services at any time, and also have most of their queries dealt with by the first person they speak to.
We have already begun promoting the website by adding the website address to all branding (for example, on the front of new refuse wheelie bins). We are also trying to create a more ‘sticky’ website by providing information beyond our own service such as local traffic news, news, weather, etc. This will hopefully make the site a first stop for anyone requiring local information and make using the site more natural for citizens

Section 1 - Priority Outcomes (self-assessment)

Satisfactory progress towards delivery of the listed priority outcomes listed below is required within the remit for achieving e-government by 2005

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R1 Parents/guardians to apply online for school places for children for the 2007 school year. The admissions process starts about a year before the beginning of the school year, e.g. September 2006 for 2007 entry.	Amber 01/07/2005	Amber 01/07/2005	Green 31/01/2006
	Comment: Owner: Essex County Council (ECC) - Category: Building on ECC projects. ECC will be testing the new online schools admission at the beginning of January to go live at the end of January. Currently there are downloadable application packs on the ECC website. Partners will deep link to the new online admissions portal.		
R2 Online access to information about educational support services that seek to raise the educational attainment of Looked After Children.	Green 01/08/2005	Green 01/08/2005	Green 01/08/2005
	Comment: Owner: ECC - Category: Building on ECC projects. Essex County Council has made this information available on the ECC website, EOLP partners are linking to it.		
G1 Development of an Admissions Portal and / or e-enabled telephone contact centre to assist parents, carers and children in their choice of, and application to local schools	Green 01/01/2004	Green 01/01/2004	Green 01/01/2004
	Comment: Owner: ECC - Category: Building on ECC projects. : An e-enabled contact centre for schools is in place; this will be integrated with the ECC web site and the planned online schools admissions portal. EOLP partners are linking to this using Featurenet connectivity which saves the citizen re-dialling.		
If already 'green' on R1, R2 & G1 above please comment on **E1** Agreed baseline and targets for take-up of online schools admissions service and educational attainment of Looked After Children. Otherwise you may leave this row blank.	**Comment:** (E1) ECC is measuring the take up of online school admissions from Feb 2006 as well as the educational attainment for Looked After Children.		
R3 One stop direct online access and deep linking to joined up A-Z information on all local authority services via website or shared telephone contact centre using the recognised taxonomy of the Local Government Category List (see www.laws-project.org.uk).	Green 01/12/2005	Green 01/12/2005	Green 01/12/2005
	Comment: Owner: Joint - Lead: ECC Category: Feasibility Study. EOLP has adopted the Encore A-Z tool. Launch of the generic Essex version on the EOLP Portal took place in July 2005. Customisation for individual partners is currently under way. www.essexonline.gov.ukwww.essexinfo.net		
R4 Local authority and youth justice agencies to co-ordinate the secure online sending, sharing of and access to information in support of crime reduction initiatives in partnership with the local community.	Green 30/11/2005	Green 30/11/2005	Green 30/11/2005
	Comment: Owner: Joint - Lead: ECC Category: New Project. Essex County Council as the lead authority is planning to implement the Integrated Children System, for which it has gained Beacon Status, with its partners across the County. As part of this, partners are using the Essex Extranet and secure e-mail for the exchange and sharing of information. However we are waiting for clarification on the ISA from the DfES before fully committing to any final technical solution.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G2 Empowering and supporting local organisations, community groups and clubs to create and maintain their own information online, including the promotion of job vacancies and events.	Green 31/07/2005	Green 31/07/2005	Green 31/07/2005
	Comment: Owner: Joint - Category: New Project. Working with community services. Essex County Council is leading on the Encore Community Publish Solution and is hosting this for the EOLP partners. This also includes the promotion of job vacancies and events. www.essexinfo.net		
If already 'green' on R3, R4 & G2 above please comment on **E2** Agreed baseline and targets for customer satisfaction and efficiency savings between the supplying organisations on shared community information initiatives. Otherwise you may leave this row blank.	**Comment:** Owner: Joint - Category: Building on existing projects. EOLP is aiming to baseline the customer satisfaction response on "quality and accessibility of information on local organisations, clubs and groups", setting a target for improvement. Cost savings will be measured through consultation with organisations, clubs and groups on their perceived savings. Savings to the councils will be measured through collaboration of consultation.savings. Savings to the councils will be measured through collaboration of consultation.		
R5 Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily.	Green 30/06/2005	Green 30/06/2005	Green 30/06/2005
	Comment: Owner: Epping Forest District Council - Category: New Project. The Council has implemented a solution from NTE called 'Modern.Gov' to address this issue locally. EOLP is investigating the best way to deep link to each others information.		
R6 Providing every Councillor with the option to have an easy-to-manage set of public web pages (for community leadership purposes) that is either maintained for them, or that they can maintain themselves.	Amber 01/04/2005	Green 31/12/2005	Green 31/12/2005
	Comment: Owner: Epping Forest District Council - Category: New Project. The Council can offer Members this facility through its Committee Management System (Modern.Gov)		
G3 Citizen participation and response to forthcoming consultations and decisions on matters of public interest (e-consultation), including facility for citizens to sign up for email and/or SMS text alerts on nominated topics.	Amber 01/05/2005	Amber 01/05/2005	Green 31/01/2006
	Comment: Owner: Joint - Category: Feasibility study. ECC are leading on work that will be completed on a dedicated e-consultation web site to be used in partnership with other Essex Local Authorities and voluntary organisations.		
G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).	Amber 01/05/2005	Amber 01/05/2005	Green 31/03/2006
	Comment: Owner: Epping Forest District Council - Category: New Project. The Council is currently implementing a webcasting solution from Ukcouncil. The Council is also making multimedia available to citizens via its website		
If already 'green' on R5, R6, G3 & G4 above please comment on **E3** Agreed baseline and targets for e-participation activities, including targets for citizen satisfaction. Otherwise you may leave this row blank.	**Comment:** Owner: Joint - Category: Building on existing projects. EOLP partners will baseline and set targets for e-participation.		
R7 Online public reporting/applications, procurement and tracking of environmental services, includes waste management and street scene (e.g. abandoned cars, graffiti removal, bulky waste removal, recycling).	Amber 01/08/2005	Green 31/12/2005	Green 31/12/2005
	Comment: Owner: Epping Forest District Council - Category: Building on baseline projects. EOLP partners will make use of the Essextranet for secure communications. The Council has made available a number of e-forms to address the basic parts of this requirement and is currently considering the benefits of PARSOL compared with an online solution from MVM the supplier of its Environmental Services Systsem to address this issue.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R8 Online receipt and processing of planning and building control applications.	Green 01/09/2005	Green 01/09/2005	Green 01/09/2005
	Comment: Owner: Epping Forest District Council - Category: New project. The Council has implemented a new Planning and Land Charges solution to address this issue.		
G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: Owner: Epping Forest District Council - Category: Building on existing projects. The Council is considering the use of MapInfo to address this issue. This product will enable all appropriate Council GIS based data to be access by the public. EOLP is sharing non personal information that can be shared under the existing Essex Trust Charter.		
G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes.	Amber 01/12/2005	Amber 01/12/2005	Green 31/03/2006
	Comment: Owner: Joint - Category: Building on existing projects. ECC Trading Standards are involved with the Regional and National projects for sharing information, as well as sharing information with their colleagues in the districts. The EOLP are investigating how GC can be used to facilitate the business processes between Trading Standards and Environmental Health. EOLP Partners are linking to the ECC website. http://www.essexcc.gov.uk/vip8/ecc/ECCWebsite/dis/gui.jsp?channelOid=16786&guideOid=18266.		
G7 Use of technology to integrate planning, regulation and licensing functions (including Entertainment Licensing and Liquor Licensing) in order to improve policy and decision-making processes around the prevention of anti-social behaviour.	Green 01/09/2005	Green 01/09/2005	Green 01/09/2005
	Comment: Owner: Epping Forest District Council - Category: Building on existing projects. The Council has selected MVM to provide a Planning and Land charges system (R8) that will integrate with the existing MVM Environmental Services System (regulation and licensing function). EOLP is using the Essextranet for secure messaging. EOLP has developed an information sharing protocol (The Essex Trust Charter).		
If already 'green' on R7, R8, G5, G6 & G7 above please comment on **E4** Agreed baseline and targets for take-up of planning and regulatory services online, including targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank.	**Comment:** Owner: Epping Forest District Council - Category: Building on existing projects. A Baseline will be set on satisfactory implementation of the integrated MVM solution.		
R9 Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
	Comment: Owner: Epping Forest District Council - Category: Building on existing projects. The Council has implemented a Purchase Order Processing System (POPS) as part of its Cedar E-Financials solution. PSA target to get 100% e-procurement by April 2005. EOLP has reached its target. The Council is now enhancing its e-procurement activity with the implementation of the IDEA Essex Market Place solution.		

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G8 Establishment of a single business account (i.e. a cross-departmental 'account' run by the local authority whereby businesses are allocated a unique identifier that can be stored and managed via a corporate CRM account facility supporting face-to-face, website and contact centre transactions).	Amber 01/10/2004	Amber 01/10/2004	Amber 01/10/2004
	Comment: Owner: Epping Forest District Council - Category: Feasibility Study The EOLP are to pilot work to assess how a SBA can be used between County and the Districts. This pilot will also consider the use of GC to assist the solution. The Council is currently establishing the framework for a corporate contact centre that would include the required environment for a 'single business account'.		
G9 Regional co-operation on e-procurement between local councils.	Green 01/05/2004	Green 01/05/2004	Green 01/05/2004
	Comment: Owner: Epping Forest District Council - Category: Building on existing projects. The Council is a member of the Procurement Agency for Essex (PAE) that has been established to ensure procurement is managed as an Essex wide activity. EOLP is actively taking part in other regional activities.		
If already 'green' on R9, G8 & G9 above please comment on **E5** Access to virtual e-procurement 'marketplace';	**Comment:** Owner: Epping Forest District Council - Category: Building on existing projects. The Council is currently implementing the Essex "marketplace". This is a local Essex version of the IDeA marketplace product.		
E6 Inclusion of Small and Medium Enterprises (SMEs) in e-procurement programme, in order to promote the advantages of e-procurement to local suppliers and retain economic development benefits within local community;	**Comment:** Owner: Epping Forest District Council - Category: Building on existing projects. EOLP partners taking part in the Essex "marketplace" are already carrying out a 6 monthly survey, measuring e-enabling activities and have completed a supplier engagement programme which communicated the benefits of e-procurement which is in line with those EOLP partners' objectives for economic development and regeneration.		
E7 Agreed targets (please specify) for efficiency savings by December 2005, including the % of undisputed invoices paid in 30 days (BVPI 8). Otherwise you may leave these rows blank.	**Comment:** Owner: Epping Forest District Council - Category: Sharing experience. The Council will set its individual baseline and methods for tracking, setting targets and monitoring improvements. EOLP partners will share their experiences.		
R10 Online facilities to be available to allow payments to the council in ways that engender public trust and confidence in local government electronic payment solutions (e.g. email receipting/proof of payment, supply of automatic transaction ID numbers).	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
	Comment: Owner: Epping Forest District Council - Category: Building on existing projects. The Council has established an automated (24 Hour) telephone payment service and has implemented an e-paments solution (Capita). EOLP has a Government Connect project board in place and is actively pursuing e-payments and e-authentication solutions. This is linked to G8, R11, R23 and R27		
R11 Delivery of 'added value' around online payment facilities, including ability to check Council Tax and Business Rate balances online or via touch tone telephone dialling.	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: Owner: Epping Forest District Council - Category: Building on existing projects. In line with the direction the Essex Chief Executives Association has set, EOLP is actively constructing a business case for Government Connect, focussed on better services to the Essex citizen and in support of transformational government targets including Gershon Efficiency savings. EOLP partners have all signed up for Government Connect and are working with a commercial sponsor to gain pilot status as an early adopter The Council is currently considering options to implement a Council Tax and Benefits online enquiry system from its current supplier Anite PS. This solution would need the e-authentication system to be operation before implementation could start. This is linked to G8, R10, R23 and R27		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G10 Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: Owner: Epping Forest District Council - Category: Building on existing projects. The Council is currently considering the best method to demonstrate both efficiency and savings.		
G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: Owner: Epping Forest District Council - Category: Building on existing projects. In line with the direction the Essex Chief Executives Association has set, EOLP is actively constructing a business case for Government Connect, focussed on better services to the Essex citizen and in support of transformational government targets including Gershon Efficiency savings. EOLP partners have all signed up for Government Connect and are working with a commercial sponsor to gain pilot status as an early adopter.		
If already 'green' on R10, R11, G10 & G11 above please comment on **E8** Provision of facilities for making credit or debit card payments via SMS text message for parking fines (mobile phone).	**Comment:** Owner:Epping Forest District Council - Category: Building on existing projects. EOLP partners will share their experiences.		
E9 Adoption of smart cards as standard for stored payments (e.g. replacing swipe cards).	**Comment:** Owner: Joint - Category: Building on existing projects. EOLP is going to evaluate the use of the ECC smartcard system.		
E10 Agreed baseline and targets for reductions in unit costs of payment transactions. Otherwise you may leave these rows blank.	**Comment:** Owner: Epping Forest District Council - Category: Sharing Experience. The Council will baseline its transaction costs and set targets to reduce the costs		
R12 Online renewal and reservations of library books and catalogue search facilities.	Green 30/11/2004	Green 30/11/2004	Green 30/11/2004
	Comment: Owner: ECC - Category: Sharing experience. : EOLP partners are providing a link to the County's ELAN system which delivers this priority outcome. http://essexlibraries.essexcc.gov.uk/evs-app/Vubis.csp		
R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations.	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: Owner: Epping Forest District Council - Category: Building on existing projects. The Council is currently outsourcing its Leisure Management function and the new provider (SLM Leisure) will provide a booking system. EOLP is investigating the best way to deep link to each others on line services.		
G12 Integrated ICT infrastructure and support to ensure the consistent delivery of services across all access channels (e.g. web, telephone, face to face) based on e-enabled back offices and smart card interfaces for council library, sports and leisure services.	Amber 01/04/2005	Amber 01/04/2005	Amber 01/04/2005
	Comment: Owner: Joint - Category: Build on ECC smartcard project. ECC has an integrated ICT system in Libraries to assist in the delivery of the service through mixed access channels. The Council is piloting Smart Cards within an Extended School that also has library services as well as payment facilities on the card to assess the benefits and impact of the system. With the increased use of RFID in ECC libraries an e-payment Smart Card is planned to assist in realising the full benefits of self service.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
If already 'green' on R12, R13 & G12 above please comment on **E11** Agreed baseline and targets for take-up of library, sports & leisure services online, including targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank.	**Comment:** Owner: Epping Forest District Council - Category: Build on existing projects. ECC is measuring the on line take up of libraries, EOLP partners are measuring the on line take up through their deep link. EOLP is aiming to measure the customer satisfaction around the on line facilities as well as the cost savings balanced against alternative methods.		
R14 Online facilities to be available to allow the public to inspect local public transport timetables and information via available providing organisation, including links to 'live' systems for interactive journey planning.	Green 01/12/2005	Green 01/12/2005	Green 01/12/2005
	Comment: Owner: ECC - Category: Sharing experience. EOLP Partners are linking to ECC micro site. http://www.essexcc.gov.uk/microsites/travel/public.htm and can also link to the national solution www.transportdirect.info		
R15 Online public e-consultation facilities for new proposals on traffic management (e.g. controlled parking zones (CPZs), traffic calming schemes), including publication of consultation survey results.	Amber 01/06/2005	Amber 01/06/2005	Green 31/01/2006
	Comment: Owner: Joint - Category: Feasibility study. ECC are leading on work that will be completed on a dedicated e-consultation web site to be used in partnership with other Essex Local Authorities and voluntary organisations.		
G13 E-forms for parking "contravention mitigation" (i.e. appeal against the issue of a penalty charge notice), including email notification of form receipt and appeal procedures.	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: Owner: Epping Forest District Council - Category: Building on existing projects. The Council is considering this issue with its parking provider(outsourced). EOLP are investigating the best way to deep link to each others on line services.		
G14 GIS-based presentation of information on roadworks in the local area, including contact details and updated daily.	Green 01/01/2004	Green 01/01/2004	Green 01/01/2004
	Comment: Owner: ECC - Category: Building on existing project. Partners are linking to ECC micro site. http://www.essexcc.gov.uk/microsites/travel/public.htm		
If already 'green' on R14, R15, G13 & G14 above please comment on **E12** Agreed baseline and targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank.	**Comment:** Owner: Joint - Category: Building on existing projects. EOLP is aiming to baseline the customer satisfaction response in line with BVPI 103, on operational efficiency of the local transport service and set targets and standards. EOLP partners will monitor and publicise the standards.		
R16 E-enabled "one stop" resolution of Housing & Council Tax Benefit enquiries via telephone, contact centres, or via one stop shops using workflow tools and CRM software to provide information at all appropriate locations and enable electronic working from front to back office.	Amber 01/10/2004	Amber 01/10/2004	Amber 01/10/2004
	Comment: Owner: Epping Forest District Council - Category: Building on existing projects. The Council is currently establishing the framework for a Customer Services Transformation Programme (CSTP) that would introduce CRM software. This The CRM software would link together existing technology to address this requirement. (see G8 and R11)		
R17 Online facilities to be available to allow citizens or their agents to check their eligibility for and calculate their entitlement to Housing & Council Tax Benefit and to download and print relevant claim forms.	Green 30/11/2005	Green 30/11/2005	Green 30/11/2005
	Comment: Owner: Epping Forest District Council - Category: New Project. The Council has made available online a Benefits Caluculator. Benefit claim forms are available online for download.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens homes.	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: Owner: Epping Forest District Council - Category: Building on existing projects. The Council is currently implementing a Benefits remote working system from its current software supplier Anite PS. Theis is being supported by DWP funding.		
If already 'green' on R16, R17 & G15 above please comment on **E13** Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals.	**Comment:** Owner: Epping Forest District Council - Category: Sharing Experience. The Council will e-enable the processing of Council Tax and Housing Benefits claims in line with BVPI 78, relating to the speed of processing and the renewals process. EOLP partners will share experiences.		
E14 Pre-qualification of Council Tax and Housing Benefit claimants for other eligible entitlements (e.g. school uniform grants, free school meals), including pre-filling of relevant claim forms. Otherwise you may leave these rows blank.	**Comment:** Owner: Joint - Category: Building on existing projects. EOLP partners will put systems in place to ensure that once a claimant has been found eligible for Council Tax Benefit or Housing Benefit they will automatically be pre-qualified to receive other council-administered entitlements that apply to them, triggering automatic applications for services such as School Uniform Grants and Free School Meals. EOLP partners will be using Essextranet for secure messaging. EOLP are also investigating the best way to deep link to each others services. EOLP has developed an information sharing protocol (Essex Trust Charter).		
R18 Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.	Green 01/01/2002	Green 01/01/2002	Green 01/01/2002
	Comment: Owner: ECC - Category: Building on existing projects. : EOLP partners are linking to ECC website Vulnerable adults and Vulnerable children information. The information covers access to general social care information as well as information about the protection of children and adults. Vulnerable Adultshttp://www.essexcc.gov.uk/vip8/ecc/ECCWebsite/dis/gui.jsp?channelOid=15176&guideOid=20056&oid=20056Childrenhttp://www.essexcc.gov.uk/vip8/ecc/ECCWebsite/dis/gui.jsp?channelOid=14181&guideOid=14859&oid=14859Services for Children and Young Peoplehttp://www.essexcc.gov.uk/vip8/ecc/ECCWebsite/display/channels/children_young_people_channel_686074_HealthAndCaring/index.jspServices for people over 18 years of ageGeneral Informationhttp://www.essexcc.gov.uk/vip8/ecc/ECCWebsite/display/channels/getting_a_community_care_service_channel_575961_HealthAndCaring/index.jsp		
R19 Remote web access or mediated access via telephone (including outside of standard working hours availability) for authorised officers to information about individual 'care packages', including payments, requests for service and review dates.	Green 01/10/2002	Green 01/10/2002	Green 01/10/2002
	Comment: Owner: ECC		
G16 Systems to support joined-up working on children at risk across multiple agencies.	Amber 01/12/2004	Amber 01/12/2004	Amber 01/12/2004
	Comment: Owner: Joint - Lead ECC - Category: Feasibility study. New I&DeA guidance allow for the fact that this target is linked to the DfES targets for implementation by 2007. ECC has recently gained Beacon Status for its Integrated Children Services.		

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G17 Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005
	Comment: Owner: Joint - Category: Feasibility study. All local authorities have signed up to the Protection of Vulnerable Adult Scheme. EOLP's Jos Tama is working alongside Basildon and Uttlesford (G15 mobile technology) to gain knowledge then share this with other partners when needed. Cross ref to G17 strong link to Social Care SAP and ISA assessments.		
If already 'green' on R18, R19, G16 & G17 above please comment on **E15** Agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVPI 57). Otherwise you may leave this row blank.	**Comment:** Owner: ECC - Category: Building on existing projects. ECC will be measuring customer satisfaction in the social care area and agree a baseline and targets for improvement in the percentage of users/carers who said they got the help they needed quickly in line with BVPI 157. Customer satisfaction information will be published on the council website. The www.essexonline.gov.uk portal is deep linking to partners' on line services.		
R20 Email and Internet access provided for all Members and staff that establish a need for it.	Green 31/10/2002	Green 31/10/2002	Green 31/10/2002
	Comment: Owner: Epping Forest District Council - Category: Building on existing projects. The Council has provided email and internet access for all staff who have access to a computer. Members currently have access to two PC's in the members room that has internet and Email access if required.		
R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff.	Amber 01/10/2001	Green 31/12/2005	Green 31/12/2005
	Comment: Owner: Epping Forest District Council - Category: Building on existing projects. The Council has in place the ICT infrastructure for home/remote working. This is currently used by staff and suppliers of Council services. The Council has established both a Remote Working and Home Working Policy. EOLP partners are looking at ECC's work life balance policies and await the update following DTI advice, then they can make use of parts or whole of the policies where needed.		
R22 Access to home/remote working facilities to all council members and staff that satisfy the requirements set by the Council's published home/remote working policy.	Amber 01/10/2001	Green 31/12/2005	Green 31/12/2005
	Comment: See comments in R21		
G18 Establishment of e-skills training programme for council members and staff with recognised basic level of attainment (e.g. European Computer Driving Licence, British Computer Society Qualification "e-Citizen").	Green 01/04/2001	Green 01/04/2001	Green 01/04/2001
	Comment: Owner: Epping Forest District Council - Category: Building on existing projects. The Council has implemented a comprehensive corporate training programme that covers all aspects of Local Government training. The Council accesses the ECDL programme through ECC Human Resources team with funding from the Learning & Skills Council making it a very cost effective option.		
If already 'green' on R20, R21, R22 & G18 above please comment on **E16** Agreed targets for baseline and efficiency savings arising from the introduction of new ways of working. Otherwise you may leave this row blank.	**Comment:** Owner: Epping Forest District Council - Category: Sharing Experiences. EOLP partners will establish a baseline standard for the total costs of current working practices. Efficiency savings will then be identified and monitored on an ongoing basis. EOLP partners will share experiences		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R23 Self-service or mediated access to all council services outside standard working hours via the Internet or telephone contact centres (i.e. available for extended hours outside of 9am-5pm Monday to Friday).	Amber 01/04/2005	Amber 01/04/2005	Amber 01/04/2005
	Comment: Owner: Joint - Category: Building on existing projects. The Council is currently establishing the framework for a Customer Services Transformation Programme (CSTP) that will include the option for extended hours of service. EOLP is investigating the best way to deep link to each others on line services. This is linked to G8, R10, R11 and R27 .		
R24 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.	Green 01/10/2002	Green 01/10/2002	Green 01/10/2002
	Comment: Owner: Epping Forest District Council - Category: New Project. The Council has implemented a corporate content management system from Harlequin Ltd (Punch).		
G19 Adoption of ISO 15489 methodology for Electronic Document Records Management (ERDM) and identification of areas where current records management policies, procedures and systems need improvement to meet the requirements of Freedom of Information (FOI) and Data Protection legislation (see www.pro.gov.uk/about/foi/map-local.rtf).	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: Owner: Epping Forest District Council - Category: New Project. The Council will consider ISO 15489 as part of its ERDMS implementation. The Council has selected a system from Anite PS (Anite@work).		
G20 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI).	Green 01/10/2002	Green 01/10/2002	Green 01/10/2002
	Comment: Owner: Epping Forest District Council - Category: Building on existing projects. The Council Content Management System complies with this standard.		
G21 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk).	Green 01/04/2002	Green 01/04/2002	Green 01/04/2002
	Comment: Owner: Epping Forest District Council - Category: Building on existing projects. The Council requires all new systems (since April 2002) to comply with these standards. The Council is not attempting to gain compliancy with older legacy systems.		
If already 'green' on R23, R24, G19, G20 & G21 above please comment on **E17** Agreed baseline and targets for efficiency savings based around improved accessibility of services and information. Otherwise you may leave this row blank.	**Comment:** Owner: Epping Forest District Council - Category: Sharing experience. EOLP partners will define a series of criteria to measure efficiency savings from improving accessibility to council services. EOLP partners are sharing experiences in how to achieve this.		
R25 Online publication of Internet service standards, including past performance and commitments on service availability.	Amber 01/08/2005	Amber 01/08/2005	Green 31/03/2006
	Comment: Owner: Epping Forest District Council - Category: Sharing experience. EOLP partners are sharing experiences in how to achieve this. The Council will consider this requirement during 2005.		
R26 Monitoring of performance of corporate website, or regional web portal, between 2003/04 and 2005/06 in order to demonstrate rising and sustained use, as measured by industry standards including page impressions and unique users.	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004
	Comment: Owner: Epping Forest District Council - Category: New Project. The Council has implemented a system to monitor performance of its corporate website. EOLP partners are sharing experiences in how to achieve this.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G22 Establishment of internal targets and measures for customer take-up of e-enabled access channels.	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: Owner: Epping Forest District Council - Category: New Project. EOLP partners are sharing experiences in how to achieve this.		
G23 Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk).	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: Owner: Epping Forest District Council - Category: New Project. EOLP partners are sharing experiences in how to achieve this.		
If already 'green' on R25, R26, G22 & G23 above please comment on **E18** Agreed baseline and take-up targets for migration of local authority business to e-access channels (e.g. web, telephone contact centres, Interactive Digital TV, mobile telephone) by 2005/06, including efficiency savings. Otherwise you may leave this row blank.	**Comment:** EOLP partners will define a series of criteria to measure efficiency savings from the migration of local authority business from conventional to e-access channels. EOLP partners will share experiences in how to achieve this.		
R27 Systems in place to ensure effective and consistent customer relationship management across access channels and to provide a 'first time fix' for citizen and business enquiries, i.e. using a common database, which holds customers records, to deliver services across different channels, and enabling joined-up and automated service delivery.	Amber 01/04/2005	Amber 01/04/2005	Amber 01/04/2005
	Comment: Owner: Epping Forest District Council - Category: Building on existing projects. The Council is currently establishing the framework for a Customer Services Transformation Programme (CSTP). This requirement will be addressed by the implmentation of an appropriate CRM system as part of this project. This is linked to G8, R10, R11 and R23. EOLP partners are sharing experiences in how to achieve this. EOLP is investigating the best way to deep link to each others services.		
R28 All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.	Amber 01/04/2005	Amber 01/04/2005	Amber 01/04/2005
	Comment: Owner: Epping Forest District Council - Category: New Project. EOLP partners are sharing experiences in how to achieve this.		
R29 100% of email enquiries from the public responded to within one working day, with documented corporate performance standards for both email acknowledgements and service replies.	Amber 01/04/2005	Amber 01/04/2005	Amber 01/04/2005
	Comment: Owner: Epping Forest District Council - Category: New Project. EOLP partners are sharing experiences in how to achieve this.		
G24 Integration of customer relationship management systems with back office activity through use of enabling technology such as Workflow to create complete automation of business process management.	Amber 01/04/2005	Amber 01/04/2005	Amber 01/04/2005
	Comment: Owner: Epping Forest District Council - Category: Building on existing projects. See G8, R10, R11, R23 and R27		
G25 Facilities to support the single notification of a change of address, i.e. a citizen should only have to tell the council they have moved on one occasion and the council should then be able to update all records relating to that person to include the new address.	Amber 01/08/2005	Amber 01/08/2005	Green 31/03/2006
	Comment: Owner: Epping Forest District Council - Category: New Project. EOLP partners are sharing experiences in how to achieve this.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
If already 'green' on R27, R28, R29, G24 & G25 above please comment on **E19** Agreed baseline and improvement targets for the percentage of public enquiries about council services resolved at first point of contact and efficiency savings resulting from investment in customer relationship management and workflow technology. Otherwise you may leave this row blank.	**Comment:** Owner: Epping Forest District Council - Category: Sharing experience. EOLP partner Braintree District Council is leading on this. They have made efficiency savings through their Customer First programme. They have set targets for first point of contact resolutions in line with their Channel migration strategy encouraging citizens to move to lower cost self service methods of access. EOLP partners have access to the Braintree model and are sharing their experience in how to achieve this.		

Section 2 - Change Management (self-assessment)

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

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
● Appointment of people to the following key local e-government functions in your Council (see http://www.idea-knowledge.gov.uk/idk/aio//206757):			
i) Member & officer e-champions	Green 01/12/2002	Green 01/12/2002	Green 01/12/2002
	Comment: Current E-champion Member is : Councillor Stephen Metcalfe Current E-champion Officer is : Joint Chief Executives (Peter Haywood - Resources and John Scott - Community)		
ii) e-government programme manager	Green 01/12/2005	Green 01/12/2005	Green 01/12/2005
	Comment:A new post of Programme/Project Manager has been agreed as part of the recent review of the ICT staff structure. This post has now been successfully recruited and will start in January 2006. The post holder will take responsibility for the programme management of the Council's E-Goverment IT plans.		
iii) customer services management	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: The Council is currently considering the introduction of a corporate customer contact centre. This new dynamic access channel would create the need for a specific customer services manager. Currently the Council has a fragmented approach to customer services.		
● 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)	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: The Council is at the early stages of developing a corporate competency framework that would cover this E-Government requirement.		
● Establishment of an e-delivery programme board	Amber 01/10/2005	Green 31/12/2005	Green 31/12/2005
	Comment: The Council has established a Customer Services Transformation Board that undertakes most elements of this task.		
● Use of formalised programme & project management methodologies (e.g. PRINCE2, MSP) to support e-delivery programme	Green 01/04/2003	Green 01/04/2003	Green 01/04/2003
	Comment: The Council uses the appropriate elements of the PRINCE2 methodology for all ICT projects.		
● Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures	Green 01/10/2002	Green 01/10/2002	Green 01/10/2002
	Comment: Risk management forms part of the corporate governance arrangements for the Council. Risk management forms part of all Council projects.		

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
● Use of customer consultation/research to inform development of corporate e-government strategy	Green 01/10/2002	Green 01/10/2002	Green 01/10/2002
	Comment: The Council has undertaken consultation with the public in its e-government planning. This research indicated that most of the Council's customers would use this new channel for providing information. The Governments E-government agenda is comprehensive and any further consultation would at best merely determine those aspects of the agenda that the public would readily participate in.		
● Establishment of policy for addressing social inclusion within corporate e-government strategy	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: This is being addressed in partnership with the LSP Economic Prosperity Action Group.		
● 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 30/11/2005	Red 30/11/2005	Red 30/11/2005
	Comment: This requirement is currently being considered.		
● 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 08/12/2004	Green 08/12/2004	Green 08/12/2004
	Comment: The Council has nominated an existing Senior Officer the responsibility for co-ordinating the implementation of both the Data Protection and Freedom of Information Acts. Beyond that the Council does not have sufficient HR resources to undertake this work.		
● Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework (see http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf & http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf) and designation of an Information Sharing Officer	Green 01/07/2004	Green 01/07/2004	Green 01/07/2004
	Comment: Essex Trust Charter has been formaly agreed between all Essex Local Authorities		
● Establishment of partnerships for the joint (aggregated) procurement of broadband services	Green 01/06/2004	Green 01/06/2004	Green 01/06/2004
	Comment: The Council is a member of the Essex Broadband Partnership that consider the use and procurement of broadband services across Essex.		
● Engagement with intermediaries re addressing issues of take up and efficiency in the delivery of e-government services (e.g. Citizens Advice Bureaux) and including intermediaries component of Government Connect (see http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf & http://www.govconnect.gov.uk/ccm/portal)	Amber 01/12/2004	Amber 01/12/2004	Green 31/03/2006
	Comment: The Council is working with Uttlesford District Council on the development of a Citizen Advice Bureau agency connection. This will give CAB advisors access to its Benefits and Revenue systems. The Council views that the use of e-enable services by intermediaries as the highest potential efficiency gain from e-government services.		
● Compliance with BS 7799 on information security management	Amber 01/04/2005	Amber 01/04/2005	Amber 01/04/2005
	Comment: The Council has recently appointed an ICT Security Officer who will undertake a BS7799 scoping exercise to establish the implications of BS7799 on the Council's operations.		
● Implementation of Benefits Realisation Plan for delivery of local e-government programme strategic objectives	Amber 01/04/2005	Amber 01/04/2005	Amber 01/04/2005
	Comment: The Council does not currently have sufficient Human Resources to undertake this area work.		

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
● Completion of mapping of Local Government Services List transactions against approved security levels (0-3) (see http://www.esd.org.uk/standards/lgsl/lgsl.doc & http://www.authentication.org.uk/levels.asp & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc)	Amber 01/04/2005	Amber 01/04/2005	Amber 01/04/2005
	Comment: The Council is currently increasing its ICT staff capacity to assist with this work		
● Planned compliance to HMG Security and authentication frameworks through commitment to citizen, employee and volunteer account registration in Government Connect (see http://www.govconnect.gov.uk/ccm/portal)	Amber 01/04/2005	Amber 01/04/2005	Amber 01/04/2005
	Comment: The Council is currently increasing its ICT staff capacity to assist with this work		
● Compliance with an independent trust scheme approval process designed to provide assurance for individuals and companies using or relying upon e-business transactions (see www.tscheme.org) and which will work with Government Connect (see http://www.govconnect.gov.uk/ccm/portal/)	Amber 01/04/2005	Amber 01/04/2005	Amber 01/04/2005
	Comment: The Council does not currently have sufficient Human Resources to undertake this area work.		
● Use of Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) to support:			
i) personalisation & registration for services categorised at security levels '0' and '1' through the citizen account	Amber 01/10/2005	Amber 01/10/2005	Amber 01/10/2005
	Comment: In line with the direction the Essex Chief Executives Association has set, EOLP is actively constructing a business case for Government Connect, focussed on better services to the Essex citizen and in support of transformational government targets including Gershon Efficiency savings. EOLP partners have all signed up for Government Connect and are working with a commercial sponsor to gain pilot status as an early adopter		
ii) adoption of Unique IDentifiers (UIDs) and associated standards, as designated in Government Connect	Amber 01/10/2005	Amber 01/10/2005	Amber 01/10/2005
	Comment: In line with the direction the Essex Chief Executives Association has set, EOLP is actively constructing a business case for Government Connect, focussed on better services to the Essex citizen and in support of transformational government targets including Gershon Efficiency savings. EOLP partners have all signed up for Government Connect and are working with a commercial sponsor to gain pilot status as an early adopter		
iii) the bereavement journey & closing of accounts (see http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp)	Amber 01/10/2005	Amber 01/10/2005	Amber 01/10/2005
	Comment: In line with the direction the Essex Chief Executives Association has set, EOLP is actively constructing a business case for Government Connect, focussed on better services to the Essex citizen and in support of transformational government targets including Gershon Efficiency savings. EOLP partners have all signed up for Government Connect and are working with a commercial sponsor to gain pilot status as an early adopter		
iv) citizen & business authentication for services for services categorised at security levels 0-3	Amber 01/10/2005	Amber 01/10/2005	Amber 01/10/2005
	Comment: In line with the direction the Essex Chief Executives Association has set, EOLP is actively constructing a business case for Government Connect, focussed on better services to the Essex citizen and in support of transformational government targets including Gershon Efficiency savings. EOLP partners have all signed up for Government Connect and are working with a commercial sponsor to gain pilot status as an early adopter		

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
v) registration & authentication of employees for internal and cross-agency services	Amber 01/10/2005	Amber 01/10/2005	Amber 01/10/2005
	Comment: In line with the direction the Essex Chief Executives Association has set, EOLP is actively constructing a business case for Government Connect, focussed on better services to the Essex citizen and in support of transformational government targets including Gershon Efficiency savings. EOLP partners have all signed up for Government Connect and are working with a commercial sponsor to gain pilot status as an early adopter		
vi) corporate approach to collection of e-payments	Amber 01/10/2005	Amber 01/10/2005	Amber 01/10/2005
	Comment: The Council has implemented a corporate e-payment solution using a solution from Capita. The Council will however consider the use of Government Connect if this offers a cost effective route.		
vii) cross agency secure transactions (Government to Government)	Amber 01/10/2005	Amber 01/10/2005	Amber 01/10/2005
	Comment: The Council being a member of the Essex Online Partnership (EOLP) had started work on using the former Government Gateway as its preferred authentication method. However, since the ODPM announced the new "Government Connect" project this work has been put on hold. The EOLP is waiting for further information from the ODPM before it proceeds.		
viii) account structures for citizens, businesses, property, voluntary & community bodies, schools and parishes	Amber 01/10/2005	Amber 01/10/2005	Amber 01/10/2005
	Comment: The Council being a member of the Essex Online Partnership (EOLP) had started work on using the former Government Gateway as its preferred authentication method. However, since the ODPM announced the new "Government Connect" project this work has been put on hold. The EOLP is waiting for further information from the ODPM before it proceeds.		
ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local Area Agreements (where in place)	Amber 01/10/2005	Amber 01/10/2005	Amber 01/10/2005
	Comment: The Council being a member of the Essex Online Partnership (EOLP) had started work on using the former Government Gateway as its preferred authentication method. However, since the ODPM announced the new "Government Connect" project this work has been put on hold. The EOLP is waiting for further information from the ODPM before it proceeds.		
x) GC Register (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Amber 01/10/2005	Amber 01/10/2005	Amber 01/10/2005
	Comment: The Council being a member of the Essex Online Partnership (EOLP) had started work on using the former Government Gateway as its preferred authentication method. However, since the ODPM announced the new "Government Connect" project this work has been put on hold. The EOLP is waiting for further information from the ODPM before it proceeds.		

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
xi) GC Exchange (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Amber 01/10/2005	Amber 01/10/2005	Amber 01/10/2005
	Comment: The Council being a member of the Essex Online Partnership (EOLP) had started work on using the former Government Gateway as its preferred authentication method. However, since the ODPM announced the new "Government Connect" project this work has been put on hold. The EOLP is waiting for further information from the ODPM before it proceeds.		
● Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) back office connection in place (Department Interface Server)	Amber 01/04/2005	Amber 01/04/2005	Amber 01/04/2005
	Comment: The Council is currently considering the use of the Government Connect as its single method of customer authentication and is negotiating with its current back office software suppliers the cost of providing the relevant connections to the Department Interface Server (DIS)		
● 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 http://www.localegov.gov.uk/localdirectgov/ieg5)	Amber 01/12/2005	Green 31/12/2005	Green 31/12/2005
	Comment: The additional overhead on Council Human Resources has been accomodated by the Council's Website Manager.		
● Reciprocal connection to Directgov (see http://www.direct.gov.uk) from corporate website and partnership portal(s)	Green 01/06/2004	Green 01/06/2004	Green 01/06/2004
	Comment: The Council and EOLP provide direct links from its web site to the direct.gov website		
● Introduction of Digital Interactive TV services (see http://www.digitv.org.uk)	Red 30/11/2005	Red 30/11/2005	Red 30/11/2005
	Comment: The Council has no current plans to use DTV. This will be kept under review.		
● Establishment of dedicated telephone contact centre(s) services	Amber 01/10/2004	Amber 01/10/2004	Amber 01/10/2004
	Comment: The Council is currently developing a Customer Services Transformation Programme (CSTP) that will be spearheaded by a Customer Contact Centre. The CSTP is a Member lead initiative. The CSTP Programme Board is chaired by the Council's Member e-Champion.		
● 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 01/12/2003	Amber 01/12/2003	Green 31/03/2006
	Comment: Compliance with this new access to information legislation will evolve over the next two to three years, therefore it is not possible or prudent to claim compliance at this early stage.		
● Regularly-maintained link from Local Land & Property Gazetteer (LLPG) to National Land & Property Gazetteer (NLPG) (see http://www.nlpg.org.uk)	Amber 01/04/2004	Amber 01/04/2004	Green 31/03/2006
	Comment: The Council has implemented a corporate property gazetteer.		
● Local Land & Property Gazetteer (LLPG) linked to Customer Relationship Management (CRM) systems	Red 30/11/2005	Red 30/11/2005	Red 30/11/2005
	Comment:		

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
● Connection to National Land Information Service (NLIS) at Level 3 (see http://www.nlis.org.uk)	Amber 01/04/2003	Amber 01/04/2003	Green 31/03/2006
	Comment: The Council has currently reached level 2 of NLIS. The Council is aiming to reach level 3		
● 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)	Amber 01/10/2005	Amber 01/10/2005	Green 31/03/2006
	Comment: The Essex wide multi agency Information Sharing and Assessment (ISA) steering group is working to complete this.		

Section 3 - BVPI 157

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

		Actual				Forecast
BVPI 157 Interaction Type	Forecast average IEG4.5 % e-enabled position at 31 December 2005	01/02	02/03	03/04	04/05	05/06
Providing information: ● Total types of interaction e-enabled ● % e-enabled	99 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 340 ● 100.00 %	● 340 ● 100.00 %
Collecting revenue: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 3 ● 100.00 %	● 3 ● 100.00 %
Providing benefits & grants: ● Total types of interaction e-enabled ● % e-enabled	96 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %
Consultation: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 29 ● 96.67 %	● 30 ● 100.00 %
Regulation (such as issuing licenses): ● Total types of interaction e-enabled ● % e-enabled	94 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %
Applications for services: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 12 ● 9.84 %	● 72 ● 59.02 %
Booking venues, resources & courses: ● Total types of interaction e-enabled ● % e-enabled	93 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %
Paying for goods & services: ● Total types of interaction e-enabled ● % e-enabled	95 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 17 ● 100.00 %	● 17 ● 100.00 %
Providing access to community, professional or business networks: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 15 ● 93.75 %
Procurement: ● Total types of interaction e-enabled ● % e-enabled	95 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %
Total: **● Total types of interaction e-enabled** **● % e-enabled**	98 %	**● 0** **● 0.00 %**	**● 0** **● 0.00 %**	**● 0** **● 0.00 %**	**● 401** **● 72.38 %**	**● 477** **● 86.10 %**

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. Click on the light bulb icons for industry definitions of page impressions and unique users.

	Actual		Forecast		
E-enablement & Main E-Access Channel Take-Up	03/04	04/05	05/06	06/07	07/08
Local Service Websites					
● Page impressions (annual)	0	240,000	1,100,000	1,500,000	2,000,000
● Unique users, i.e. separate individuals visiting website (annual)	0	24,000	336,000	403,000	480,000
● Number of e-enabled payment transactions accepted via website	0	0	2,000	6,000	8,000
● Number of change of address notifications accepted via website	0	0	0	0	0
● Number of planning applications accepted via website (including through the Planning Portal)	0	0	0	20	100
	Comment: The Council does not currently collect statistical information on change of address notifications.				
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	0	15,000	17,000	19,000	21,000
● Number of change of address notifications accepted via telephone	0	0	0	0	0
	Comment: Telephone payments are made via a 24 hour automated facility. The Council does not currently collect statistical information on change of address notifications.				
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	0	0	1,000	2,000	4,000
● Number of change of address notifications accepted via personal contact	0	20,000	20,000	21,000	22,000
	Comment: The Council does not currently collect statistical information on change of address notifications. The figures given in this table are based				

	Actual		Forecast		
E-enablement & Main E-Access Channel Take-Up	03/04	04/05	05/06	06/07	07/08
	on information retrieved from the Revenues and Benefits system reagrding changes of address				
Other Electronic Media *(e.g. BACS, text messaging)*					
● Number of e-enabled payment transactions accepted via BACS	422,000	445,000	457,000	471,000	472,000
● Number of e-enabled payment transactions accepted via text message or other electronic form	0	0	0	0	0
● Number of change of address notifications accepted via other electronic media	0	0	0	0	0
	Comment: The Council does not currently collect statistical information on change of address notifications.				
Non Electronic *(e.g. cash office, post)*					
● Number of payments accepted by cheque or other non-electronic form	247,000	217,000	195,000	185,000	175,000
● Number of change of address notifications accepted via non-electronic form	0	0	0	0	0
	Comment: The Council does not currently collect statistical information on change of address notifications.				

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 (£)		
Programme Resource	01/02 to 03/04	04/05	05/06	06/07	07/08
● IEG capital grant	400,000	350,000	150,000		
	Comment:				
● ODPM Local e-Government Support & Capacity Programme capital grant	0	0	0	0	0
	Comment:				
● your council's nominal pro rata share of ODPM Local e-Government Partnership Programme capital grant allocated in your area	98,000	0	0	0	0
	Comment: This and future central government funding is essential if the current developments in electronic service enablement is to succeed. These initial projects still require investment in order for them to evolve into the full vision for 2006. The EOLP is a key driver for delivering the shared vision of e-government for all Essex local authorities.				
● financial contribution from public-private partnerships	0	0	0	0	0
	Comment:				
● resources being applied from internal revenue and capital budgets to implement e-government	1,010,000	300,000	300,000	300,000	300,000
	Comment: The Council maintains a high level of financial commitment for ICT projects through its 5-year capital programme. Although these resources are applied to all ICT projects (new infrastructure, applications and ongoing upgrades) this does contributes to the overall e-government programme.				
● other resources (e.g. training) (please specify)	55,000	15,000	15,000	0	0
	Comment:£40k in 2003/4 for a new training facility. £15k growth per annum over 3 years to sustain partnership working and e-government related revenue implications.				
● ODPM e-Innovations Fund capital grant	0	0	0	0	0
	Comment: No Comment				
● financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB), EU funding	0	0	0	0	0
	Comment: No Comment				
TOTAL	**1,563,000**	**665,000**	**465,000**	**300,000**	**300,000**

Section 6 - Local e-Government Programme Efficiency Gains

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

	Backward Look (£)		Forward Look (£)					
	04/05		05/06		06/07		07/08	
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:								
● e-recruitment	0	0	0	0	1,000	1,000	2,000	2,000
	Comment: Savings will result from less reliance on paper based media							
● e-payments	0	0	0	0	0	0	0	0
	Comment:							
● corporate services efficiencies not covered above	0	0	15,000	15,000	30,000	30,000	30,000	30,000
	Comment: Savings will result from less reliance on paper based media							
e-Procurement, of which:								
● Service specific	0	0	0	0	0	0	0	0
	Comment:							
● Cross-cutting e-procurement efficiencies not covered above	14,328	14,328	17,000	17,000	0	0	0	0
	Comment: Introduction of a corporate procurement contract for staff recruitment and advertising.							
Productive time, of which:								
● Service specific	0	0	0	0	0	0	0	0
	Comment:							

	Backward Look (£)		Forward Look (£)					
	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
● Cross-cutting productive time efficiencies not covered above	0	0	0	0	0	0	0	0
	Comment:							
Transactions	45,261	45,261	17,400	17,400	0	0	0	0
	Comment: Collection rates for Council Tax and Non Domestic Rates have been improved by the introduction of an e-payment solutions. Other gains have arisen in the Housing Service through the introduction of swipe cards in the rent collection process.							
Miscellaneous efficiencies not covered above	700	500	0	0	0	0	0	0
	Comment: Small efficiencies have been made by the introduction of an e-publishing initiatives in the Planning and Economic Development Service.							
TOTAL EFFICIENCY GAINS - GROSS	**60,289**	**60,089**	**49,400**	**49,400**	**31,000**	**31,000**	**32,000**	**32,000**
LESS e-government implementation expenditure	665,000		465,000		300,000		300,000	
	Comment:							
TOTAL EFFICIENCY GAINS - NET	**-,604,711**		**-,415,600**		**-,269,000**		**-,268,000**	