

Appendix 2 - Outstanding Priority Service Outcomes at 31/3/2006

ID	Priority Service Outcome Description	Owner/Service	Progress	IEG6 Target Date/Status
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.	ECC	Essex County Council will be testing the new online schools admission at the beginning of April with a go live date of May. Currently there are downloadable application packs on the Essex County Councils website. Partners will deep link to the new online admissions portal.	July 2006 Amber
G4	Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).	EFDC/RDS	The Council is currently implementing a webcasting solution from Uk council Ltd. The Council is also making multimedia available to citizens via its website.	August 2006 Amber
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).	EFDC/EOLP	The EOLP are to pilot work to assess how a 'single business account' (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'. However, a clear business case for the SBA would be required before any further investment is made in this area.	April 2008 Amber
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.	EFDC/Finance	The Council is currently considering options to replace its Council Tax and Benefits system from its current supplier Anite PS in order to add this functionality. This solution would need an authentication system to be operation before implementation could start.	January 2008 Amber
G10	Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	EFDC/Finance	The Council has not been able to directly demonstrate any efficiency savings by introducing e-payments as all the other payment channels have remained in operation. This is to be considered during the implementation of the Customer Services Transformation Programme (CSTP).	April 2007 Amber
G11	Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	EFDC/Finance	The Council is currently considering options to replace its Council Tax and Benefits system from its current supplier Anite PS in order to add this functionality. This solution would need an authentication system to be operation before implementation could start.	January 2008 Amber
R13	Online booking of sports and leisure facilities, including both direct and contracted-out operations.	EFDC/Leisure	The Council's outsourced provider (SLM Leisure) is currently implementing a bookings system.	November 2006 Amber

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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.	ECC	Essex County Council has an integrated ICT system in Libraries to assist in the delivery of the service through mixed access channels. ECC is piloting RFID, Smart Cards and electronic payments for Libraries to efficiently meet citizens requirements.	March 2007 Amber
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.	EFDC/Environmental	This will form part of the specification for the new parking enforcement contract	April 2008 Amber
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.	EFDC/Corporate Management	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)	April 2007 Amber
G16	Systems to support joined-up working on children at risk across multiple agencies.	ECC	This will be met by the use of the Essex Extranet and the NHSnet code of connection to exchange secure information. However we are waiting for clarification on the ISA from the DfES before fully committing to any final technical solution. ECC has recently obtained Beacon Status, with its partners, for its Integrated Childrens Services.	December 2007 Amber
G17	Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.	ECC	All local authorities have signed up to the Protection of Vulnerable Adult Scheme and we are working with our health partners on joint assessments as part of the NHS Connecting for Health programme that includes mobile working pilots. However this target is dependant on the timelines of the DfES integrated Children's System and the DOH SAP projects.	March 2007 Amber
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).	EFDC/Corporate Management	The Council is currently establishing the framework for a Customer Services Transformation Programme (CSTP) that will include the option for extended hours of service.	April 2007 Amber
R25	Online publication of Internet service standards, including past performance and commitments on service availability.	EFDC/Corporate Management	The Council's website development board is currently considering the national e-service standards that could be used to deliver this outcome.	December 2006 Amber

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ID	Priority Service Outcome Description	Owner/Service	Progress	IEG6 Target Date/Status
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.	EFDC/Corporate Management	The Council is currently establishing the framework for a customer Services Transformation Programme (CSTP). This requirement will be addressed by the implementation of an appropriate CRM system as part of this project.	April 2007 Amber
R28	All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.	EFDC/Corporate Management	The Council is currently establishing the framework for a customer Services Transformation Programme (CSTP). This requirement will be addressed by the implementation of an appropriate CRM system as part of this project.	April 2007 Amber
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.	EFDC/Corporate Management	The Council is currently establishing the framework for a customer Services Transformation Programme (CSTP). This requirement will be addressed by the implementation of an appropriate CRM system as part of this project.	April 2007 Amber
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.	EFDC/Corporate Management	The Council is currently establishing the framework for a customer Services Transformation Programme (CSTP). This requirement could be addressed using the technologies introduced during the CSTP as additional project	April 2007 Amber
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.	EFDC/Corporate Management	The Council is currently establishing the framework for a customer Services Transformation Programme (CSTP). This requirement will be addressed by the implementation of an appropriate CRM system as part of this project.	April 2007 Amber

Appendix 2 continued – BVPI 157 – Outstanding Interactions at 31/3/2006

Responsible Service	Section/Function	Interaction Description	Type of Electronic Interaction
Environmental Services	Business licences and street trading	Licence - pet shop	Application for Service
Environmental Services	Business licences and street trading	Licence - street collection	Application for Service
Environmental Services	Business licences and street trading	Licence - acupuncturist	Application for Service
Environmental Services	Business licences and street trading	Licence - riding establishment	Application for Service
Environmental Services	Business licences and street trading	Licence - caravan site	Application for Service
Environmental Services	Multiple occupancy homes	Safety inspection - homes in multiple occupation	Application for Service
Environmental Services	Multiple occupancy homes	Homes in multiple occupancy - register	Application for Service
Environmental Services	Parking	On street parking enforcement - wheel clamps - car removal	Application for Service
Environmental Services	Refuse	Household waste - special collections for large items	Application for Service
Finance	Council tax benefit	Council tax benefit appeals	Application for Service
Planning and Economic Development	Advice to business and community	Business security grants	Application for Service
Environmental Services	Business licences and street trading	Licence - street collection	Booking venues, resources & courses
Research and Democratic Services	Democracy	Elections - electoral nominations	Regulation (such as issuing licences)