Huntingdonshire
district council

OFFICE OF THE
DEPUTY PRIME MINISTER

local e-gov

IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2005 MID TERM (IEG4.5)

"Realising the benefits from our investment in e-government"

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Local Context

The six local authorities in Cambridgeshire are continuing to work together towards achieving the target of being 100% e-enabled by the end of 2005. We are working jointly and sharing knowledge on a wide variety of projects, the nature and degree of participation depending on each Council's local circumstances.

The main projects in which all six authorities are involved are:

· The Cambridgeshire Community Network (CCN), a Public Private Partnership to provide broadband infrastructure across the County.

· The Cambridgeshire Community Portal, which provides a single access point to each authority's information and services. The Portal went live on May 14th 2004 and is linked to the Police and NHS. Town and parish councils and local voluntary organisation will be brought on board next year. In addition to this we will also be looking to increase the portal's functionality.

· The Cambridgeshire Smartcard project, which is at the pilot stage and which is bringing together transport, library and leisure services.

HDC's e-government programme, Customer First, is on track to deliver all our objectives. As well as the three projects listed above, the main elements of the programme are:

· A call centre, which will go live in September 2005. We are sharing the County's technical infrastructure and signed a contract with them in March 2005. We will also be leasing space in their call centre building but will be employing our own staff and adopting different opening hours.

· A customer service centre (CSC) in Huntingdon for face-to-face contact. We are currently tendering for the provision of a new headquaters, a CSC and operations centre. When tenders have been evaluated and members have decided on the preferred solution, we will decide on the timetable for introducing the CSC.

· A transactional website. We implemented a content management system in July 2004 and are continuing to develop the site. We are also introducing an online payments system in July 2005, this is currently being tested.

Underpinning all of this work are:

· Sound governance principles. We have a programme board and subsidiary project boards and teams, and employ PRINCE 2 project management methodology.

· Effective change management processes - all Directors and managers have received three days' change management training.

·A communication plan designed to ensure that members, staff and, in due course, customers understand what we are doing and why, and have the opportunity to provide input into the process to ensure that everyone's needs are met.

· A thorough review of our business processes. While committed to the 2005 deadline, we have taken a measured approach to implementation. We are placing great emphasis on business process review and improvement to ensure that we increase our efficiency and effectiveness rather than simply making our existing processes electronic.

We are confident that, as befits an authority assessed as Excellent in CPA, our implementation of e-government will result in:

· Significant improvements in levels of customer service which are already high

· Greater efficiency through streamlined processes and better use of information

· More effective and joined-up working with our partner organisations.

Our e-Government Strategy is driven by our customer service strategy, and the focus is on improving customer service rather than reducing costs. We are currently implementing measurement mechanisms to capture efficiency savings in order to meet the requirements of 'Delivery Efficiency in Local Services'.

Note: HDC has changed the way that it calculates BVPI 157 data. In previous years HDC took an extract from the ESD toolkit and supplemented it with a number of processes that were not contained in the toolkit. This year, as the quality of the toolkit has improved and greater functionality has become available, HDC has decided to use only the list of processes produced by the toolkit. Whilst this has altered the number of processes that HDC uses to calculate BVPI 157 data, the overall result is still valid and conforms with ODPM guidance.

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 and will inform the release of IEG capital funding in 2005/06

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	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 01/11/2003	Green 30/09/2005	Green 30/09/2005	Green 30/09/2005
Comment: The County Council are leading on this. As soon as the information is available on their website we will provide a deep link from our website to the relevant information. Head of Service Responsibilty Chris Hall Delegated to Cherre Northfield				
R2 Online access to information about educational support services that seek to raise the educational attainment of Looked After Children.	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004
Comment: The implementation of the Content Managment System (CMS) has ensured that we offer links from our website to County's. Our education website pages provide deep links to the http://www.camlearn.net/home.php on Cambridgeshire County Council website. http://www.huntsdc.gov.uk/Community+and+People/Adult+and+community+education Head of Service Responsibility Chris Hall Delegated to Cherre Northfield				
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 31/07/2004	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004
Comment: The implementation of the Content Managment System (CMS) has ensured that we offer links from our website to County's. Head of Service Responsibility Chris Hall Delegated to Cherre Northfield				
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:** Huntingdonshire District Council (HDC) do not have any targets for this service as this is the responsibilty of the Cambridgeshire County Council.			
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 31/03/2005	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
Comment: LGCL tags are now in place. This information will be available to the public and call centre agents via our website, which contains an A to Z of services. This in turn links to the County Council where appropriate. Head of Service Responsibility Chris Hall Delegated to Paul Woodruff				
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 28/02/2005	Green 28/02/2005	Green 28/02/2005	Green 28/02/2005
Comment: As a consequence of the anti-social behaviour initiative we will have to share data with the Police and other partners. The Police require this to be via the Government Secure Intranet (GSI). Negotiations are in hand with the Police, and once we have understood the technical requirements we expect to be able to send data via the GSI. Head of Service Responsibility Richard Preston Delegated to Sonia Hansen				

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	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 28/02/2003	Green 28/02/2003	Green 28/02/2003	Green 28/02/2003
	Comment: Hunts Electronic Learning Points project empowers and trains local people to use PCs, provides local websites and access to online learning and services. www.huntsleisure.org allows local groups and clubs to list events and contact details. Head of Service Responsibility Peter Jones			
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:** We do not ask this question to residents at this point in time but we are planning an annual consultation with residents to establish whether they feel they have good access to the councils services. Head of Service Responsibility Ian Leatherbarrow			
R5 Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily.	Green 15/03/2003	Green 15/03/2003	Green 15/03/2003	Green 15/03/2003
	Comment: Democratic Services' information, including public access to minutes, agendas, reports and a future meetings diary, is updated dynamically and is available on the Council's website. Modern.gov delivers access to all this information plus Councillor details. Head of Service Responsibility Roy Reeves			
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.	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004
	Comment: The Content Management System gives us the ability to allow each Councillor to have a page to maintain. Head of Service Responsibility Roy Reeves			
G3 Citizen participation and response to forthcoming consultations and decisions on matters of public interest (e-consultation), including facility for citizens to sign up for email and/or SMS text alerts on nominated topics.	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004
	Comment: Consultation surveys are available on our website now. Citizens can sign up for mailing lists on www.huntsleisure.org website and we are currently evaluating expanding this service. Head of Service Responsibility Roy Reeves/Ian Leatherbarrow			
G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004
	Comment: We have the facilities, equipment and technical experience to do this and we have available on our website a Huntingdonshire in Perspective video. Head of Service Responsibility Ian Leatherbarrow			
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:** We are currently reviewing how best to survey those customers who use e-Services and we hope to introduce measurement in the future. Head of Service Responsibility Ian Leatherbarrow			
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).	Green 31/05/2005	Green 31/05/2005	Green 31/05/2005	Green 31/05/2005
	Comment: Online delivery of Streetscene services will form part of our Citizen Portal channel of HDC's call centre. It is anticipated that these services will be available online by June 2005. Head of Service Responsibility Robert Ward			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R8 Online receipt and processing of planning and building control applications.	Green 31/03/2003	Green 31/03/2003	Green 31/03/2003	Green 31/03/2003
	Comment: Online submission and payment of planning applications has been implemented in conjunction with the Planning Portal. In addition, Planning Public Access enables customers to view, comment on and track the status of planning applications online via the Council's website. Initial research conducted with Building Control customers indicates no desire for web-based receipt and processing of applications. However, we can implement a Uniform module to meet this requirement if necessary. Head of Service Responsibility Malcolm Sharp			
G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.	Green 31/03/2003	Green 31/03/2003	Green 31/03/2003	Green 31/03/2003
	Comment: Planning Public Access, available via HDC's website, provides customers with the ability to query the LLPG to identify a property and then zoom to a map of the property, and display additional property-related information. The delivery of Streetscene services will meet many of these requirements. Head of Service Responsibility Chris Hall Delegated to Dan Horrex			
G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes.	Amber 01/09/2004	Green 01/09/2005	Green 01/09/2005	Green 01/09/2005
	Comment: We have set up a procedure so that information, which maybe relevant to Trading Standards, is passed on to them via an electronic form. Head of Service Responsibility Sue Lammin Delegated to Andy Agass			
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 31/03/2003	Green 31/03/2003	Green 31/03/2003	Green 31/03/2003
	Comment: HDC has implemented an integrated business system, which includes planning, building control and licensing. In addition, integration with the LLPG enables staff to have an holistic view of permit and regulatory information relating to any property and improve policy and decision-making. We will also be able to securely share information with partner organisations such as the Police via secure e-mail. Head of Service Responsibility Roy Reeves			
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:**			
R9 Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.	Amber 28/06/2005	Amber 28/06/2005	Amber 28/06/2005	Green 31/03/2006
	Comment: We have carried out a procurement card trial. Identification of significant entry costs to ESPO's e-marketplace have resulted in a re-appraisal of the e-procurement strategy. Plan remains to implement paperless ordering and payment by year end. Head of Service Responsibility Steve Couper Delegated to Nigel Arkle			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
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).	Red 30/06/2004	Red 30/06/2004	Amber 30/12/2005	Green 31/03/2006
	Comment: This requirement has been included within the Customer Relationship Management (CRM) Statement of Requirements document. We are discussion with County and supplier regarding implementation. Supplier of CRM to upgrade software to allow this facility. Head of Service Responsibility Ian Leatherbarrow			
G9 Regional co-operation on e-procurement between local councils.	Amber 01/06/2005	Amber 01/06/2005	Amber 01/06/2005	Green 31/03/2006
	Comment: We are an active participant in a regional procurement group. Development to a regional e-procurement solution is underway with a view to a collaborative solution. Already engaged with the Regional Centre of Excellence. Head of Service Responsibility Steve Couper Delegated to Nigel Arkle			
If already 'green' on R9, G8 & G9 above please comment on **E5** Access to virtual e-procurement 'marketplace';	**Comment:**			
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:**			
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:**			
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 01/02/2005	Green 01/02/2005	Green 01/02/2005	Green 01/02/2005
	Comment: Roll out of corporate e-payments will meet these requirements. Head of Service Responsibility Julia Barber			
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.	Red 01/06/2005	Red 01/06/2005	Amber 31/12/2005	Amber 31/12/2005
	Comment: Delivery of added value services is not a priority for us at present. Dependent upon suppliers providing suitable web enabled products. Head of Service Responsibility Julia Barber			
G10 Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	Amber 09/06/2003	Amber 09/06/2003	Green 01/11/2005	Green 01/11/2005
	Comment: Roll out of corporate e-payments will meet these requirements. Head of Service Responsibility Julia Barber			
G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	Amber 01/03/2005	Amber 01/03/2005	Amber 01/03/2005	Green 31/03/2006
	Comment: Our software supplier will deliver an e-billing solution by the end of the 3rd quarter of this year. Once they have delivered we will make a decision on whether we want to implement. Head of Service Responsibility Julia Barber			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
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:**			
E9 Adoption of smart cards as standard for stored payments (e.g. replacing swipe cards).	**Comment:**			
E10 Agreed baseline and targets for reductions in unit costs of payment transactions. Otherwise you may leave these rows blank.	**Comment:**			
R12 Online renewal and reservations of library books and catalogue search facilities.	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
	Comment: The implementation of the Content Management System has ensured that we offer links from our website to County's. Our website deep links to the Cambridgeshire County Councils library system pages both from our education and online services pages. http://www.huntsdc.gov.uk/Online%20Services http://www.huntsdc.gov.uk/Community+and+People/Adult+and+community+education Head of Service Responsibility Chris Hall Delegated to Paul Woodruff			
R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations.	Amber 09/06/2003	Amber 09/06/2003	Green 30/11/2005	Green 30/11/2005
	Comment: Bookings and payments module will deliver this functionality. Head of Service Responsibility Peter Jones			
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 09/06/2003	Amber 09/06/2003	Amber 09/06/2003	Amber 09/06/2003
	Comment: The Customer Relationship Management system and integration with back office systems that is being implemented for the call centre will also be used for other planned channels i.e. web and customer service centre. Cambridgeshire County Council are carrying out a trial of smart cards; we anticipate that we will implement smart cards for multiple District services following this trial. Currently use swipe cards and shared customer database between our 5 Leisure Centres. Head of Service Responsibility Chris Hall / Peter Jones			
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:**			
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 31/07/2004	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004
	Comment: Cambridgeshire County Council provide this facility via their website. We have a direct link to this information from our transport planning pages, village database and tourist information kiosk. Head of Service Responsibility Chris Hall Delegated to Paul Woodruff			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
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.	Green 28/02/2004	Green 28/02/2004	Green 28/02/2004	Green 28/02/2004
	Comment: We already carry out online consultation surveys and publish the results on our website. Head of Service Responsibility Ian Leatherbarrow			
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 09/06/2003	Amber 09/06/2003	Amber 09/06/2003	Green 31/03/2006
	Comment: As we are a rural district we do not issue enough parking tickets each year for this to be a priority for us at the moment. Head of Service Responsibility Robert Ward			
G14 GIS-based presentation of information on roadworks in the local area, including contact details and updated daily.	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004
	Comment: County provide mapping of roadworks on their website. The implementation of Content Management System has ensured that we provide links to these pages. Head of Service Responsibility Chris Hall			
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:** HDC does measure customer satisfaction on Transport issues. However, we do not measure against BVPI 103 as we are not a Transport authority. Head of Service Responsibility Chris Hall			
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 09/06/2003	Amber 09/06/2003	Amber 09/06/2003	Amber 09/06/2003
	Comment: Revenues and Benefits have an Electronic Document Managment system incorporating workflow (Anite@work), and we will be looking to integrate into the CRM during 2006. In the mean time these enquiries are taken within the service itself in an e-enabled manner. Head of Service Responsibility Julia Barber			
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 28/02/2002	Green 28/02/2002	Green 28/02/2002	Green 28/02/2002
	Comment: We already have a Benefits calculator and all the relevant claim forms on the HDC website. Head of Service Responsibility Julia Barber			
G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens homes.	Amber 01/06/2005	Amber 01/06/2005	Amber 01/06/2005	Green 31/03/2006
	Comment: The pilot commenced in June 2005 and will end in March 2006. We will then make a decision on how we want to deliver this service. Head of Service Responsibility Julia Barber			
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:** HDC monitors its performance against this BVPI and the implementation of new ways of working will be quantified against this measure. Head of Service Responsibility Julia Barber			
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:** We currently have no plans to meet this outcome but this position will be reviewed in the future. Head of Service Responsibility Julia Barber			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R18 Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004
Comment: HDC does not provide care service it is the responsibility of the County Council. A deep link is provided to their Care Services Page. http://www.huntsdc.gov.uk/Community+and+People/Health.htm Head of Service Responsibility Chris Hall Delegated to Paul Woodruff				
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 31/07/2004	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004
Comment: HDC does not provide care service it is the responsibility of the County Council. A deep link is provided to their Care Services Page. http://www.huntsdc.gov.uk/Community+and+People/Health.htm Head of Service Responsibility Chris Hall Delegated to Paul Woodruff				
G16 Systems to support joined-up working on children at risk across multiple agencies.	Red 01/01/2004	Red 01/01/2004	Amber 31/12/2005	Green 31/03/2006
Comment: The County Councils's plan to reengineer the children's services continues and is beginning to move to a more detailed implementation. In respect of the system element, the County Council have just approved the business case for the introduction of the Children's Information System. This system will pull together the information from various bodies and sources. However, this is currently about establishing the processes and policies not an electronic system. This next stage is still dependent on the actual systems being available on the market for us to purchase. We will wait for the County Council to lead on this outcome. Head of Service Responsibility Chris Hall				
G17 Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.	Red 31/03/2005	Red 31/03/2005	Amber 31/12/2005	Amber 31/12/2005
Comment: HDC has received funding from the Department of Work and Pensions to enable piloting of home visits by benefit assessors supported by mobile technology. If this is successful this may be extended to include other services both within the Council and in cooperation with other agencies. A deep link is also provided on the Health pages of our website to the Cambridgeshire County Council's care services page. http://www.huntsdc.gov.uk/Community+and+People/Health.htmhttp://www.huntsdc.gov.uk/Community+and+People/Health.htm Head of Service Responsibility Chris Hall				
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:**			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R20 Email and Internet access provided for all Members and staff that establish a need for it.	Amber 01/06/2005	Green 01/09/2005	Green 01/09/2005	Green 01/09/2005
Comment: All members and most employees have e-mail and internet access, although internet access for staff is subject to approval from their line manager. The ICT services manager is developing the 'Computer Usage Policy Document' which will address this objective. Head of Service Responsibility Chris Hall Delegated to Andrew Howes				
R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff.	Green 30/06/2005	Green 30/06/2005	Green 30/06/2005	Green 30/06/2005
Comment: This will be addressed as a Council wide policy in the near future. It will address all factors such as Health and safety as well the IT aspects. Head of Service Responsibility Chris Hall Delegated to Andrew Howes				
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 01/09/2004	Amber 01/09/2004	Green 01/11/2005	Green 01/11/2005
Comment: All members currently have the technology to work from home and dial-up for online access. 200 employees also have home working capability. Head of Service Responsibility Chris Hall Delegated to Andrew Howes				
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 30/09/2003	Green 30/09/2003	Green 30/09/2003	Green 30/09/2003
Comment: We have now established ECDL as part of our corporate training programme and it is open to staff and members. Head of Service Responsibility Phil Duerden				
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:**			
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 01/02/2004	Amber 01/02/2004	Amber 01/02/2004	Green 31/03/2006
Comment: Our Call Centre will open in June 2005, services will be migrated over the subsequent months with extended opening hours (8am-6pm Monday to Friday and 9am-1pm on Saturday, 44% longer hours than currently). The Content Management System went live in Summer 2004. Head of Service Responsibility Chris Hall Delegated to Helen Berry				
R24 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004
Comment: The Content Management System went live in Summer 2004. Head of Service Responsibility Chris Hall Delegated to Paul Woodruff				
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 31/01/2005	Amber 31/01/2005	Green 31/12/2005	Green 31/12/2005
Comment: EDM – Electronic Document Management system is being rolled out corporately. A request tracker is currently being used for FOI and an information audit is planned for Mid 2005. Record Management procedures are currently being put in place. Head of Service Responsibility Chris Hall Delegated to Dan Horrex				

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G20 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI).	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004
	Comment: Our new website conforms to AAA level of accessibility and the CMS enforces this conformance. Head of Service Responsibility Chris Hall Delegated to Paul Woodruff			
G21 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk).	Amber 01/01/2003	Amber 01/01/2003	Amber 01/01/2003	Amber 01/01/2003
	Comment: This is a requirement in all our specifications. We will purchase e-gif compliant business systems as existing systems are replaced and new ones are acquired. Our website currently conforms to the Cambridge standard for metadata which draws upon the e-GMS standard . We are currently tagging our website pages with specific e-GMS and LGCL tags in addition to those mentioned above. Head of Service Responsibility Chris Hall Delegated to Paul Woodruff			
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:**			
R25 Online publication of Internet service standards, including past performance and commitments on service availability.	Green 01/03/2005	Green 01/03/2005	Green 01/03/2005	Green 01/03/2005
	Comment: Usage plus availability information is now available. Head of Service Responsibility Chris Hall Delegated to Paul Woodruff			
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 01/12/2000	Green 01/12/2000	Green 01/12/2000	Green 01/12/2000
	Comment: We currently analyse website usage including page impressions and unique users. These have shown a steady increase in usage over the last 4 years from 400 visits a day to over 1300. Head of Service Responsibility Chris Hall Delegated to Paul Woodruff			
G22 Establishment of internal targets and measures for customer take-up of e-enabled access channels.	Amber 30/06/2005	Amber 30/06/2005	Green 30/11/2005	Green 30/11/2005
	Comment: The Customer Service Strategy sets out a range of targets that will be developed as Customer First Programme rolls out. The performance targets for our Call Centre are as follows: Average speed of answer = 80% answered in 20 seconds 5% abandoned rate 80% service level average Head of Service Responsibility Chris Hall Delegated to Helen Berry			
G23 Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk).	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004	Green 31/07/2004
	Comment: Our new website meets all recommended usability standards/guidelines including use of access keys, navigation positioning and content styling. Work is in progress to educate contributors in Plain English standards. Head of Service Responsibility Chris Hall Delegated to Paul Woodruff			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
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:** HDC will fulfil this requirement as our business process improvment methodolgy ensures we capture the benefits. Head of Service Responsibility Chris Hall Delegated to Paul Woodruff			
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 09/06/2003	Green 22/09/2005	Green 22/09/2005	Green 22/09/2005
	Comment: The Customer Relationship Management (CRM) will be deployed in June 2005 with some integration to the back office, and will include elements of workflow. Head of Service Responsibility Chris Hall Delegated to Paul Woodruff			
R28 All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.	Amber 09/06/2003	Amber 09/06/2003	Green 31/12/2005	Green 31/12/2005
	Comment: As part of the deployment of Customer First Programme and the current enhancement of service delivery channels, we intend to develop a forms processing feature designed to improve the customer experience. It is anticipated that as part of this feature, unique response identifiers will be included. Head of Service Responsibility Chris Hall Delegated to Paul Woodruff			
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 09/06/2003	Amber 09/06/2003	Green 31/12/2005	Green 31/12/2005
	Comment: We are in the process of developing response standards and will implement appropriate processes and monitoring and reporting mechanisms in the next 12 months. Head of Service Responsibility Ian Leatherbarrow			
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.	Green 01/06/2005	Green 01/06/2005	Green 01/06/2005	Green 01/06/2005
	Comment: The Customer Relationship Management (CRM) will be deployed in June 2005 with some integration to back office, and will include elements of workflow (e.g Anite@work and Biztalk). Head of Service Responsibility Chris Hall Delegated to Paul Woodruff			
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.	Green 01/06/2005	Green 01/06/2005	Green 01/06/2005	Green 01/06/2005
	Comment: Change of address is a service in Phase 1 of the call centre, to be implemented from September 2005 onwards. Head of Service Responsibility Chris Hall in lieu of Head of Customer Service			
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:** HDC will fulfil this requirement. A key element of implementing our CRM and associated technology is to capture these measures.			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006

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 30/09/2005	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 01/09/2001	Green 01/09/2001	Green 01/09/2001	Green 01/09/2001
	Comment: These positions have long been established within Huntingdonshire. In addition there is a Members Customer First Advisory Group.			
ii) e-government programme manager	Green 01/09/2001	Green 01/09/2001	Green 01/09/2001	Green 01/09/2001
	Comment: This position has long been established within Huntingdonshire.			
iii) customer services management	Green 30/11/2004	Green 30/11/2004	Green 30/11/2004	Green 30/11/2004
	Comment: We have recruited a Call Centre Manager and anticipate a subsequent re-organisation of management roles and responsibilities to reflect the focus on all customer service delivery channels.			
● 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	Green 30/11/2001	Green 30/11/2001	Green 30/11/2001	Green 30/11/2001
	Comment: We have planned, resourced and recruited staff with the necessary project, change and technical skills (Business Analysts, Project Managers and Support roles). Relevant front-line service staff are involved in delivering the projects. These staff, along with the Customer First, have attended a tailored Business Process Improvement course. The Council also ran a corporate Change Management training course for all Directors and Managers in 2004.			
● Establishment of an e-delivery programme board	Green 01/09/2002	Green 01/09/2002	Green 01/09/2002	Green 01/09/2002
	Comment: Established at start of the Programme. Membership includes Directors and representatives of partner organisations.			
● Use of formalised programme & project management methodologies (e.g. PRINCE2) to support e-delivery programme	Green 30/11/2001	Green 30/11/2001	Green 30/11/2001	Green 30/11/2001
	Comment: The Customer First team is trained in PRINCE 2 and MSP methodologies. Team tools include the use of a bespoke Intranet issues and risk management system.			
● Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures	Green 30/10/2003	Green 30/10/2003	Green 30/10/2003	Green 30/10/2003
	Comment: The Customer First team developed and uses a bespoke Intranet issues and risk management system, which			

Change Management Area	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
	is regularly reviewed and updated. Risks are also managed through the programme governance structure that is in place. The Council's risk manager and internal audit are also consulted where appropriate.			
● Use of customer consultation/research to inform development of corporate e-government strategy	Green 30/06/2003	Green 30/06/2003	Green 30/06/2003	Green 30/06/2003
	Comment: Members approved the Customer Service Strategy in 2003. Customers were consulted during the writing of this document, including phone and face-to-face surveys to evaluate service needs. The development of longer-term plans for future consultation is required.			
● Establishment of policy for addressing social inclusion within corporate e-government strategy	Green 30/06/2003	Green 30/06/2003	Green 30/06/2003	Green 30/06/2003
	Comment: Addressing the needs of different types of customers and communities has been a key consideration in developing the corporate e-Government Programme. More specifically, the Council has played a key role with the County Council in the development of a network of broadband access points across our villages. This resulted in a Beacon Council award in 2003/4 for ICT and Social Inclusion.			
● Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act)	Green 30/06/2005	Green 30/06/2005	Green 30/06/2005	Green 30/06/2005
	Comment: This will be a key focus area for the new Information Manager.			
● 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 30/06/2005	Green 30/06/2005	Green 30/06/2005	Green 30/06/2005
	Comment: This will be a key focus area for the new Information Manager.			
● Establishment of partnerships for the joint (aggregated) procurement of broadband services	Green 30/05/2004	Green 30/05/2004	Green 30/05/2004	Green 30/05/2004
	Comment: The Council is a partner to the County Council on the development and roll out of the Cambridgeshire Community Network.The Council will be procuring CCN connections from the County and has also helped to ensure that its rural access points (HELP) are linked to CCN.			
● 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)	Green 30/06/2005	Green 30/06/2005	Green 30/06/2005	Green 30/06/2005
	Comment: The Council has already stated its intention to consider joining up with local partners / agencies in a main Customer Service Centre. Broadband access points have been or are planned to be installed in Council community shops shared with other agencies such as the CAB and Connexions.The Council is keen to promote the use of e-services to all partners in the community. Through working with Parishes, County, Community Groups and others, the Council will be looking to join up the promotion of e-services with all of its rural broadband access points.			
● Compliance with BS 7799 on information security management	Green 30/06/2005	Green 30/06/2005	Green 30/06/2005	Green 30/06/2005
	Comment: The council recently commissioned external consultants to review our ICT Strategy and a report was produced which addressed information security. As a result we			

Change Management Area	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
	have now set up security forums with different parts of the organisation to consider the recommendations from the review. The Council will seek to comply with this policy as far as is practical. We have also recruited an Information Manager who is responsible for information security and he will reviewing the Council's processes.			
● Implementation of Benefits Realisation Plan for delivery of local e-government programme strategic objectives	Green 30/06/2005	Green 30/06/2005	Green 30/06/2005	Green 30/06/2005
	Comment: The Programme is committed to undertaking Benefits Realisation Management. External consultants have been used to help advise on and pilot an appropriate methodology, and the benefits to be delivered from Customer First will be built into our new corporate performance management framework.			
● 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)	Green 30/06/2005	Green 30/06/2005	Green 30/06/2005	Green 30/06/2005
	Comment: This will be applied in the future to all online transactions on our recently re-launched website (to include online payments by early 2005). It will also be addressed as part of the implementation of the new call centre and associated processes.			
● 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)	Red 30/11/2004	Red 30/11/2004	Red 30/11/2004	Amber 15/01/2006
	Comment: The Council has recently commissioned an independent review of its Information Security framework, including the establishment of an information asset register, risk analysis and BS7799 gap analysis. These areas will, in future, be regularly reviewed and as part of the review process the development of Government security and related policies will also be monitored. The Council will seek to comply with these policies as far as is practical and when a proven business case and/or potential service improvements have been identified.			
● 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/)	Red 30/11/2004	Red 30/11/2004	Red 30/11/2004	Amber 15/01/2006
	Comment: For e-payments the Council will be using reputable third party Payment Service Providers (PSPs). The security credentials of the supplier will form part of the Council's decision to use them or not. Compliance with trust schemes could form part of the selection criteria in the future as more online services are deployed.			
● 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	Red	Red	Red	Red
	Comment: The Council will closely monitor the development of Government Connect and its growing relevance to local authority services. As and when a sound business case and/or service needs that align with Government Connect are identified, then we will adopt Government Connect services as appropriate.			
ii) adoption of Unique IDentifiers (UIDs) and associated standards, as designated in Government Connect	Red	Red	Red	Red
	Comment: The Council will closely monitor the development of Government Connect and its growing relevance to local authority services. As and when a sound business case and/or			

Change Management Area	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
	service needs that align with Government Connect are identified, then we will adopt Government Connect services as appropriate."			
iii) the bereavement journey & closing of accounts (see http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp)	Red	Red	Red	Red
	Comment: The Council will closely monitor the development of Government Connect and its growing relevance to local authority services. As and when a sound business case and/or service needs that align with Government Connect are identified, then we will adopt Government Connect services as appropriate.			
iv) citizen & business authentication for services for services categorised at security levels 0-3	Red	Red	Red	Red
	Comment: The Council will closely monitor the development of Government Connect and its growing relevance to local authority services. As and when a sound business case and/or service needs that align with Government Connect are identified, then we will adopt Government Connect services as appropriate."			
v) registration & authentication of employees for internal and cross-agency services	Red	Red	Red	Red
	Comment: The Council will closely monitor the development of Government Connect and its growing relevance to local authority services. As and when a sound business case and/or service needs that align with Government Connect are identified, then we will adopt Government Connect services as appropriate."			
vi) corporate approach to collection of e-payments	Red	Red	Red	Red
	Comment: The Council will closely monitor the development of Government Connect and its growing relevance to local authority services. As and when a sound business case and/or service needs that align with Government Connect are identified, then we will adopt Government Connect services as appropriate."			
vii) cross agency secure transactions (Government to Government)	Red	Red	Red	Red
	Comment: The Council will closely monitor the development of Government Connect and its growing relevance to local authority services. As and when a sound business case and/or service needs that align with Government Connect are identified, then we will adopt Government Connect services as appropriate."			
viii) account structures for citizens, businesses, property, voluntary & community bodies, schools and parishes	Red	Red	Red	Red
	Comment: The Council will closely monitor the development of Government Connect and its growing relevance to local authority services. As and when a sound business case and/or service needs that align with Government Connect are identified, then we will adopt Government Connect services as appropriate."			
ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local Area Agreements (where in place)	Red	Red	Red	Red
	Comment: The Council will closely monitor the development of Government Connect and its growing relevance to local authority services. As and when a sound business case and/or service needs that align with Government Connect are identified, then we will adopt Government Connect services as appropriate."			

Change Management Area	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
x) GC Register (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Red	Red	Red	Red
Comment: The Council will closely monitor the development of Government Connect and its growing relevance to local authority services. As and when a sound business case and/or service needs that align with Government Connect are identified, then we will adopt Government Connect services as appropriate."				
xi) GC Exchange (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Red	Red	Red	Red
Comment: The Council will closely monitor the development of Government Connect and its growing relevance to local authority services. As and when a sound business case and/or service needs that align with Government Connect are identified, then we will adopt Government Connect services as appropriate."				
● Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) back office connection in place (Department Interface Server)	Red 01/08/2005	Red 01/08/2005	Red 01/08/2005	Red 01/08/2005
Comment: The Council will closely monitor the development of Government Connect and its growing relevance to local authority services. As and when a sound business case and/or service needs that align with Government Connect are identified, then we will adopt Government Connect services as appropriate.				
● Connection to Directgov (see http://www.direct.gov.uk) from corporate website and partnership portal(s)	Green 31/01/2002	Green 31/01/2002	Green 31/01/2002	Green 31/01/2002
Comment:				
● 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)	Green 01/01/2005	Green 01/01/2005	Green 01/01/2005	Green 01/01/2005
Comment: We are now complying with the Freedom of Information Act 2000 and have a process in place for responding to requests within the statutory timeframe. We have also recruited an Information Manager who is responsible for this process.				
● Regularly-maintained link from Local Land & Property Gazetteer (LLPG) to National Land & Property Gazetteer (NLPG) (see http://www.nlpg.org.uk)	Green 11/07/2002	Green 11/07/2002	Green 11/07/2002	Green 11/07/2002
Comment: We are a level 1 LLPG and link to the NLPG on a daily basis. Our streets are maintained to level 3. The LLPG underpins or is directly linked to 15 datasets within HDC. The LLPG has been used as one of the pilot local authorities for the ODPM Valuebill National project.				
● Connection to National Land Information Service (NLIS) at Level 3 (see http://www.nlis.org.uk)	Amber 01/04/2005	Amber 01/04/2005	Green 31/10/2005	Green 31/10/2005
Comment:				
● 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 31/03/2003	Amber 31/03/2003	Green 31/12/2005	Green 31/12/2005
Comment: We will provide deep links to Cambridgeshire County Council's web site from our web site once the information is available. Also Cambridgeshire Portal will provide a one stop source of information.				

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.

BVPI 157 Interaction Type	Forecast average IEG3 % e-enabled position in 2004/05 (i.e. at 31 March 2005)	Actual				Forecast
		01/02	02/03	03/04	04/05	05/06
Providing information: ● Total types of interaction e-enabled ● % e-enabled	94 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 136 ● 51.91 %	● 34 ● 12.98 %	● 262 ● 100.00 %
Collecting revenue: ● Total types of interaction e-enabled ● % e-enabled	87 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 19 ● 70.37 %	● 0 ● 0.00 %	● 27 ● 100.00 %
Providing benefits & grants: ● Total types of interaction e-enabled ● % e-enabled	78 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 3 ● 100.00 %
Consultation: ● Total types of interaction e-enabled ● % e-enabled	86 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 4 ● 28.57 %	● 9 ● 64.29 %	● 14 ● 100.00 %
Regulation (such as issuing licenses): ● Total types of interaction e-enabled ● % e-enabled	76 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 21 ● 45.65 %	● 0 ● 0.00 %	● 46 ● 100.00 %
Applications for services: ● Total types of interaction e-enabled ● % e-enabled	83 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 59 ● 45.04 %	● 24 ● 18.32 %	● 131 ● 100.00 %
Booking venues, resources & courses: ● Total types of interaction e-enabled ● % e-enabled	78 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 2 ● 100.00 %	● 0 ● 0.00 %	● 2 ● 100.00 %
Paying for goods & services: ● Total types of interaction e-enabled ● % e-enabled	80 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 3 ● 150.00 %	● 2 ● 100.00 %
Providing access to community, professional or business networks: ● Total types of interaction e-enabled ● % e-enabled	82 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 2 ● 33.33 %	● 1 ● 16.67 %	● 6 ● 100.00 %
Procurement: ● Total types of interaction e-enabled ● % e-enabled	73 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 2 ● 33.33 %	● 0 ● 0.00 %	● 6 ● 100.00 %
Total: ● **Total types of interaction e-enabled** ● **% e-enabled**	86 %	● **0** ● **0.00 %**	● **0** ● **0.00 %**	● **245** ● **49.10 %**	● **71** ● **14.23 %**	● **499** ● **100.00 %**

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. 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.

E-enablement & Main E-Access Channel Take-Up	Actual		Forecast		
	03/04	04/05	05/06	06/07	07/08
Local Service Websites					
● Page impressions (annual)	2,192,000	2,500,000	2,750,000	3,000,000	3,500,000
● Unique users, i.e. separate individuals visiting website (annual)	127,000	140,000	154,000	169,000	171,000
● Number of e-enabled payment transactions accepted via website	0	5,000	10,000	15,000	20,000
● Number of change of address notifications accepted via website	0	0	1,000	1,000	1,000
	Comment: We take payments for planning applications through the planning portal. Data for 2003/2004 Huntsleisure.org, HDC's website for leisure and events.				
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	9,000	15,000	25,000	27,000	30,000
● Number of change of address notifications accepted via telephone	2,000	3,000	4,000	5,000	6,000
	Comment: From 2005/2006 staff in our Call Centre will be able to deal with payment transactions.				
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	1,100,000	1,250,000	1,350,000	1,400,000	1,450,000
● Number of change of address notifications accepted via personal contact	2,000	1,000	1,000	0	0
	Comment: High volume for payments includes leisure centres. We anticipate face to face notification of change of address decreasing as other channels become more popular.				
Other Electronic Media *(e.g. BACS, text messaging)*					

		Actual		Forecast		
E-enablement & Main E-Access Channel Take-Up		03/04	04/05	05/06	06/07	07/08
● Number of e-enabled payment transactions accepted via BACS						
● Number of e-enabled payment transactions accepted via text message or other electronic form						
● Number of change of address notifications accepted via other electronic media		0	0	0	0	0
	Comment: High volumes includes Direct Debit payments for council tax.					
Non Electronic *(e.g. cash office, post)*						
● Number of payments accepted by cheque or other non-electronic form		116,000	120,000	125,000	125,000	125,000
● Number of change of address notifications accepted via non-electronic form		2,000	2,000	1,000	1,000	1,000
	Comment: We anticipate that the number of payments by this channel will plateau as other channels become more popular. We also accept that certain customer groups will still continue to prefer non electronic transactions.					

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):

Programme Resource	Backward Look (£)		Forward Look (£)		
	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					
Comment:					
● your council's nominal pro rata share of ODPM Local e-Government Partnership Programme capital grant allocated in your area	40,000	0	0	0	0
Comment:					
● 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	2,220,000	1,069,000	2,087,000	452,000	46,000
Comment:					
● other resources (e.g. training) (please specify)	0	0	0	0	0
Comment:					
● ODPM e-Innovations Fund capital grant	0	0	0	0	0
Comment:					
● financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB), EU funding	656,000	0	129,333	0	0
Comment:					
TOTAL	**3,316,000**	**1,419,000**	**2,366,333**	**452,000**	**46,000**

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	Comment:							
● e-payments	Comment:							
● corporate services efficiencies not covered above	Comment:							
e-Procurement, of which:								
● Service specific	Comment:							
● Cross-cutting e-procurement efficiencies not covered above	Comment:							
Productive time, of which:								
● Service specific	Comment:							
● Cross-cutting productive time efficiencies not covered above	90,000	72,000						
	Comment: Improve productivity and customer service by improving / re-engineering (BPI / BPR) customer facing processes and introdcuing new technology, including CRM and mobile working. Key actions: Implement new call centre in September following extensive BPI / BPR; carry out mobile technology pilot in Benefits during 2005/6.							
Transactions	Comment:							

| Efficiency Gains | Backward Look (£) | | Forward Look (£) | | | | | | |
| | 04/05 | | 05/06 | | 06/07 | | 07/08 | |
	Annual gain	...of which cashable	Expected annual gain	...of which cashable	Expected annual gain	...of which cashable	Expected annual gain	...of which cashable
Miscellaneous efficiencies not covered above	**Comment:**							
TOTAL EFFICIENCY GAINS - GROSS	90,000	72,000	0	0	0	0	0	0
LESS e-government implementation expenditure	1,419,000		2,366,333		452,000		46,000	
	Comment:							
TOTAL EFFICIENCY GAINS - NET	**-1,329,000**		**-2,366,333**		**-,452,000**		**-46,000**	