



For further information visit individual National Projects websites or contact the National Projects Communications Office:  
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The National Projects website is located at  
**www.localgov.gov.uk**



## Local e-Government National Projects

e-Government National Projects aim to ensure that all councils have access to key electronic services and building blocks, without having to build them from scratch. The 22 National Projects have developed products and services, by local authorities, for local authorities. National Projects are at the heart of local e-Government and are designed to help local councils to improve services, increase efficiency and to help create sustainable communities.



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Published by the Office of the Deputy Prime Minister. © Crown Copyright 2004.  
Printed in the UK, July 2004 on material containing 75% post-consumer waste and 25% ECF pulp.

Product code: o4LRGGo2291/NP



## PRIORITY SERVICES

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- e-Benefits
- e-Democracy
- e-Fire
- e-Pay
- e-Procurement (NePP)
- e-Trading Standards
- Environment and Community Online Residents' e-Services (ENCORE)
- Online Schools Admissions / Pan London School Admissions
- Planning and Regulatory Services Online (PARSOL)
- Reducing Youth Offending Generic National Solution (RYOGENS)
- Valuebill (Council Tax/Business Rate Valuation)
- Working with Business

## BUILDING BLOCKS

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- Customer Relationship Management (CRM)
- Digital TV (DigiTV)
- Framework for Information Sharing in a Multi-Agency (FAME)
- Knowledge Management
- Local Authority Websites (LAWS)
- Local e-Government Standards Body (e-Standards)
- Mobile Technology (Project Nomad)
- Smartcards
- Take-Up & Marketing (e-Citizen)
- Workflow

## THERE ARE 2 STRANDS TO THIS WORK

- **Priority Services eg. planning**
- **e-Government Building Blocks eg. customer relationship management (CRM)**  
See [www.localgov.gov.uk](http://www.localgov.gov.uk) for 'Priority Outcomes for 2005' Paper

## PRIORITY SERVICES

- **e-Benefits**  
*A solution to benefit all*  
The aim of the National Benefits Project is to provide an improved service for people entitled to claim benefits and to provide local authority customers with a more co-ordinated, streamlined approach to claiming benefits.  
[www.ebenefits.org.uk](http://www.ebenefits.org.uk)



- **e-Democracy**

*Staying ahead with community matters*

Harness the power of new technology to encourage citizen participation in local decision making between election time. e-Democracy is easy, fast and convenient for citizens and can support councillors in effectively representing their constituents. Engaged citizens are more likely to vote at election time.

[www.e-dem.info](http://www.e-dem.info)

- **e-Fire**

*Efficiently managing information and providing transactional fire-related services*

This project enables the fire service to obtain, exchange and provide information in a more efficient way, to provide transactional services via the internet and to provide other channels of access such as digital Television.

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- **e-Pay**

*Taking Payments Online*

e-Payment solutions represent an opportunity for councils to:

- Improve services delivery by enabling citizens to make payments in ways that they choose and at times that are convenient to them.
- Make efficiency savings by reducing the time and resource spent on taking payments manually.

[www.e-payments.org.uk](http://www.e-payments.org.uk)



- **e-Procurement (NePP)**

*Delivering e-Procurement*

NePP publishes comprehensive best practice advice and guidance supported by experience sharing events to support the implementation of e-Procurement by all local authorities. External research has identified that best practice procurement coupled with e-procurement can deliver £1.1 billion savings on the costs of goods and services.

[www.nepp.org.uk](http://www.nepp.org.uk)

- **e-Trading Standards**

*Local authority trading standards services: working together effectively*

The key project objective is to enable the sharing of electronic data amongst Trading Standards services in a usable format for business planning and enforcement purposes. The project will also clean up local authority trader data.

[www.etradingstandardsnp.org.uk](http://www.etradingstandardsnp.org.uk)

- **Environment and Community Online Residents' e-Services (ENCORE)**

*Making local environment information easy to find*

The project is about enabling easy access for local environment and community-related council services through Direct.Gov, local council websites and portals.

[www.encore.gov.uk](http://www.encore.gov.uk)

- **Online Schools Admissions**

*Putting the school admissions process online*

The project is establishing a route map that Local Education Authorities (LEAs) can use to put admissions applications online. It will define best practice and core standards for online admissions. Liaising with LEA suppliers, the project will develop a set of specifications to enable LEAs rapid procurement of online admission systems.

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- **Pan London School Admissions**

*Making school admissions fairer*

Working alongside the Online Schools Admissions National Project, this project is developing a centralised pupil admissions and transfer system together with a local admissions system for each London Borough with the publishing of an XML schema.

[www.wandsworth.gov.uk/Home/CouncilandGovernment/Egovernment/Nationalprojects/schadmissions.htm](http://www.wandsworth.gov.uk/Home/CouncilandGovernment/Egovernment/Nationalprojects/schadmissions.htm)

- **Planning and Regulatory Services Online (PARSOL)**

*e-Planning and e-regulation by local authorities for local authorities*

The project aims to assist authorities in building effective and transparent online planning and regulatory services by providing a range of toolkits, standards, guidance materials, schemas, systems and software. Planning systems include expert advice, enforcement, data monitoring and electronic consultation. Regulatory systems include online licensing, business self-assessment and regulation information access.

[www.parsol.gov.uk](http://www.parsol.gov.uk)

- **Reducing Youth Offending Generic National Solution (RYOGENS)**

*Helping young people - reducing youth crime*

RYOGENS is a pragmatic, web-based system that helps practitioners from different agencies to share information about children in a safe and secure manner. This helps LA's deliver on the crime prevention and children's agendas time efficiently and cost effectively. There is a web-site to help implement the system and learn from the project.

[www.ryogens.org.uk](http://www.ryogens.org.uk)



- **Valuebill (Council Tax/Business Rate Valuation)**

*Joining up local and central government*

The project sets up electronic exchange of information between Local Authority Billing agencies, the Valuation Office Agency (VOA), and the National Land and Property Gazetteer, improving valuation services for citizens and businesses. It also assists the integration of Billing Authorities and VOA into the wider land-related initiatives in local and central government.

[www.newham.gov.uk/valuebill](http://www.newham.gov.uk/valuebill)

- **Working with Business**

*Your business made easy*

This project has been developed to provide local authorities with a framework within which they can develop and improve the online provision of information and transactional services for local businesses. The project will provide a range of products designed to enable local authorities to support their local businesses far more efficiently and effectively than ever before.

[www.workingwithbusiness.org.uk](http://www.workingwithbusiness.org.uk)

## BUILDING BLOCKS

- **Customer Relationship Management (CRM)**

*Providing support, advice and guidance to help councils deliver citizen focused services*

Brings clarity and definition to the role of Customer Relationship Management within Local Authorities, and supports councils in delivering modern, successful, and effective local government services. It helps Local Authorities recognise CRM as a change enabler and help councils use CRM to become more open, more accountable, more inclusive and better able to lead their communities in an informed and cohesive way.

[www.crmacademy.org](http://www.crmacademy.org)

- **Digital TV (DigiTV)**

*Complementing your channel strategy and helping bridge the digital divide.*

DigiTV has developed a centrally hosted technology that allows all Local Authorities to develop and maintain an interactive service on Sky, ntl: and Telewest, without having to design or develop anything locally. Alongside the technology DigiTV has negotiated an attractive financial/contractual position, with a Local Authority accessing all platforms for as little as £12,000 a year.

[www.digitv.org.uk](http://www.digitv.org.uk)

- **Framework for Information Sharing in a Multi-Agency Environment (FAME)**

*Effective information sharing for improved service*

The project is improving the provision of services through effective and appropriate information sharing between local authorities, local authority service providers and other government agencies. Public sector organisations will have access to relevant and timely information.

[www.fame-uk.org](http://www.fame-uk.org)

- **Knowledge Management**

*Creating a learning environment for local authorities*

Creating toolkits, processes and case studies for local authorities to access and use, the project looks at the creation and management of an environment that encourages knowledge to be created, shared, learnt, and exploited for the benefit of the organisation and its customers.

[www.knowledgemanagement.org.uk](http://www.knowledgemanagement.org.uk)

- **Local Authority Websites (LAWS)**

*Helping local authorities deliver services online*

The suite of applications and standards developed, include APLAWS+, LGOL-Net, and LGCL that can be implemented in a modular fashion dependent on local technology skills and maturity. They are customer-focused, relatively inexpensive, standards-based and easy to use and implement. They will help local authorities address Priority Services Outcomes and meet the Government's target of 100% electronically delivered or supported services by 2005.

[www.laws-project.org.uk](http://www.laws-project.org.uk)

- **Local e-Government Standards Body (e-Standards)**

*The national standards authority for local e-government*

This project is run by and for local government to provide councils, their partners and suppliers with one-stop access to the best and most current thinking, information, practice standards and advice available. The project recently launched Custodian, a new online database of key projects and information for councils to exploit to advance their own e-government.

[www.legsb.gov.uk](http://www.legsb.gov.uk)

- **Mobile Technology (Project Nomad)**

*Keeping our local authorities mobile*

The project creates, under one umbrella, a comprehensive set of deliverables that should enable any local authority wishing to establish a mobile computing operation to do so with ease and confidence.

[www.projectnomad.org.uk](http://www.projectnomad.org.uk)



- **Smartcards**

*Discover a smarter way*

The project has produced a Smartcard Starter pack which includes advice, guidance and software to support the implementation of smart card schemes within local authorities. The project has produced guidance on developing a business case for smart cards and advice on smart card standards and interoperability. Access to on-card and off-card open source software will provide authorities with an entry level point to start a local card scheme.

[www.nationalsmartcardproject.org.uk](http://www.nationalsmartcardproject.org.uk)

- **Take-Up & Marketing (e-Citizen)**

*Enabling local authorities to increase take-up of e-services*

The project will produce a practical strategy which will guide local authorities in developing the priority e-services as part of a managed access channel strategy, who to promote e-services to, how to promote e-services and measuring the take-up of e-services.

[www.e-citizen.gov.uk](http://www.e-citizen.gov.uk)

- **Workflow**

*Getting the right work to the right people at the right time, time after time with confidence*

The project's objective was to bring clarity to both the concept of Enterprise Workflow and to the framework of key decisions that need to be taken in order to identify the need, role, purpose, implications, scope, and approach to workflow transformation. Specifically, it has focused on enterprise workflow as a change enabler, rather than just a technology.

[www.workflownp.org.uk](http://www.workflownp.org.uk)

\* = No website as of June 2004.  
Go to [www.localgov.gov.uk](http://www.localgov.gov.uk) for latest details.

## The National Projects Communications Programme

*This programme supplements the communication activities of individual National Projects.*

### The programme will:

- Support co-ordination of National Project communications
- Promote best practice and experience sharing between National Projects
- Deliver a national media relations programme
- Bring together the key deliverables and benefits to be derived from the implementation of National Project products
- Provide a national events programme to include conferences and workshops

**Martin Scarfe, National Projects Communications Programme Director**

