



Office of the
Deputy Prime Minister

Creating sustainable communities



local e-gov

IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2004 (IEG4)

“Realising the benefits from our investment in e-government”

Proforma – Draft for Consultation 26-07-04

This is a consultation draft of the proposed proforma for IEG4 returns. All comments on this draft should be sent by email to localegov@odpm.gsi.gov.uk by Monday 6 September 2004. The final IEG4 proforma will be published for online data entry via www.esd-toolkit.org from the end of September 2004

local and regional government • housing • planning • fire • regeneration • social exclusion • neighbourhood renewal

IMPLEMENTING ELECTRONIC GOVERNMENT RETURNS 2004 (IEG4)

Introduction

This IEG4 return is an essential part of the national monitoring process for assessing electronic local service delivery capability against the 2005 target and supports the delivery of priority outcomes for local e-government. It is also an important feedback mechanism for assessing progress and the use of IEG funding in individual local authorities.

A key objective of the Office of the Deputy Prime Minister's (ODPM) SR2002 Public Service Agreement involves improving delivery and value for money of local services within a framework of national targets and policies. This includes:

- introducing comprehensive performance assessments and action plans, and securing a progressive improvement in authorities' scores;
- overall annual improvements in cost effectiveness of 2% or more; and
- assisting local government to achieve 100% capability in electronic delivery of priority services by 2005, in ways that customers will use.

The above performance targets also form part of the Public Service Agreement for Local Government and the ODPM is working in partnership with local authorities and their representative national organisations to help achieve the specified objectives.

The format of the IEG return is subject to extensive consultation. Last year, this helped to achieve a 100% return rate of IEG3 submissions from local authorities. As last year, the format of the IEG4 return is intended to simplify the return process for local authorities through a self-assessment approach. In order to maintain consistency with the statistical elements of IEG3, the table on BVPI 157 remains unchanged from last year. Successful completion of the IEG4 return also demands awareness of the ODPM's National Strategy for Local e-Government published in November 2002, deliverables from the National Project programme and the priority outcomes for local e-government¹. Further details on all of these areas can be found at the ODPM's local e-government portal website www.localgov.gov.uk.

E-Government is a key tool in delivering local services. Within the CPA process, those councils that have not done well in achievement, investment, capacity or performance management may particularly need to consider the role that e-government can play in delivering improvements as part of a wider strategy for improvement planning.

The proforma format for IEG4 returns complies with Government commitments to reduce service plan requirements for local authorities, whilst balancing the need for authorities to supply statistical information for the purpose of monitoring national progress on the implementation of local e-government. From this year through to 31 March 2006, it is proposed to allow all authorities to input and maintain IEG data in real time via the esd-toolkit (www.esd-toolkit.org) and enable them to sign-off completion against the IEG self-assessment traffic lights as projects are actually implemented. For funding and risk management purposes, the ODPM will continue to set key dates in the calendar at which it intends to inspect the extent of progress and take action accordingly (e.g. autumn deadline for approval of IEG4 funding in 2005/06).

¹ See http://www.odpm.gov.uk/pns/DisplayPN.cgi?pn_id=2004_0112

“Excellent” CPA authorities are requested to continue to comply with requests for IEG data in order to assist in benchmarking national progress, to demonstrate their commitment to e-government and appropriate use of IEG capital grant. In particular, the fourth year of IEGs represents a crucial point of reference as local authorities move from the investment to the delivery phase of their local e-government programmes.

This proforma is intended to standardise Implementing Electronic Government (IEG) returns for 2004. It has been prepared for English County, District, Unitary Councils, London Boroughs, the Corporation of London, the Greater London Authority, London Development Agency, Transport for London who are subject to the Best Value Performance Indicator 157 and have been requested to prepare these statements. An amended version of the final IEG4 proforma will be made available to National Park Authorities reflecting their different priority outcome responsibilities².

Priority Outcomes

Self-assessment against the priority outcomes for local e-government appears in this year’s IEG proforma for the first time. The priority outcomes provide a focus for priority working within the Prime Minister’s target to reach 100% e-enablement of Government services by December 2005 (as measured by BVPI 157 for local government services). They do not seek to add to the requirements measured by BVPI 157, but rather ensure that the e-enablement of local authority services is delivered in a way that enhances the quality, convenience and availability of these services. Practitioner guidance on the interpretation of the priority outcomes is available from www.idea.gov.uk/knowledge.

Funding

You should complete the IEG4 return on the basis that it will inform the distribution of a further £150,000 of local e-government capital funding from the ODPM to each local authority in 2005/06.

Completeness

Failure to complete any elements of the IEG4 proforma may result in the withholding of IEG4 funding for 2005/6. You should consult with relevant members of the ODPM’s local e-government team for clarification of what is required or to request assistance.

Approval

It is important that the information contained in your completed IEG4 proforma is approved by the Council before submission and that adequate time for this is built into the timetable.

Submission

Please note that this year submissions will only be accepted online via the Electronic Service Delivery (ESD) toolkit hosted by the Improvement & Development Agency (IDEA) (www.esd-toolkit.org). If your authority is not already an active user of the esd-toolkit, then you should allow adequate time to register and acquaint yourself with this facility prior to the submission deadline.

Please do not hesitate to contact relevant members of the ODPM local e-government team should you require further information or clarification. Contact details can be found on the last page of this guidance.

Comments on this draft

The consultation deadline for the submission of comments on this draft IEG4 proforma is noon on **Monday 6 September 2004** to localegov@odpm.gsi.gov.uk. Please note that you should avoid commenting on the word processing layout of the document, bearing in mind that the final IEG4 proforma will only appear as an online form.

² Please note that the ODPM will not be issuing a separate version of IEG4 proforma draft for consultation to National Park Authorities and they should submit any comments based on this draft document.

PROFORMA CONTENT



You are asked to summarise the plans and progress of your local authority according to the information requested below, as follows:

Section 1 – Priority Outcomes (self-assessment)

Section 2 – Change Management (self-assessment)

Section 3 – BVPI 157

Section 4 – Access Channel Take-Up

Section 5 – Local e-Government Programme Resources

Section 6 – Local e-Government Programme Efficiency Savings

Please refer to www.localgov.gov.uk for further background information, including details of the priority outcomes guidance paper and links to National Project websites. Further information about local e-government is also available from the IDEA's Knowledge website at www.idea-knowledge.gov.uk.

Do not amend this form or append any items to it and please restrict all explanatory notes to the comment column.

Not all the elements in the proforma checklist in Section 2 below will necessarily be a part of your local e-government strategy, but you are expected to be aware of all of these elements and have taken a corporate position in relation to them. It is recognised that your IEG strategy will reflect local priorities and customer preferences, but you are asked specifically to provide accompanying commentary on any areas of the proforma checklist that remain “red” in 2005/06.

In relation to Section 1 below, it is recognised that local authorities in two-tier areas may not have a statutory responsibility for service delivery in some of the areas listed. It is not the intention to ask district councils to deliver service provision outcomes for schools, or for county councils to deliver outcomes for benefits. However, there is a clear responsibility on all local authorities in two-tier areas to join up local public services in ways that make sense to the customer. Therefore, a minimum requirement in terms of meeting a priority outcome for an authority with no direct statutory service responsibility must be to offer appropriate (deep) hyperlinks to the relevant web pages of the local district or county councils that do provide the service. This information should then be ‘traffic-lighted’ on the proforma accordingly. Please note that a link to a home page is not sufficient in these circumstances. Such ‘deep linking’ also requires authorities to plan and have the relevant resources to check the ongoing integrity of these links.

Name of Authority: _____

Contact Name: _____

Email: _____

Telephone No: _____

Local Context

You may enter up to 1,000 words of free text here to summarise the current stage of development of your authority's local e-government programme and your delivery plans up to and beyond December 2005.

Traffic Light Status: availability against 31 December 2005 target date for local e-government	Status at 31/03/04	Anticipated Status at 31/03/05	Anticipated Status at 31/12/05	Anticipated Status at 31/03/06	Comment
<p>Local e-organisation:</p> <p>Red = Preparation & planning – to include projects that are being planned or being piloted</p> <p>Amber = Implementation stage – roll out of approved projects</p> <p>Green = Fully implemented – projects completed & implemented</p> <p>e.g. for progress against a particular element you might enter:</p>	<p>2003/04</p> <p>Red</p>	<p>2004/05</p> <p>Amber</p>	<p>2005/06</p> <p>Green</p>	<p>Green</p>	<p>e.g. “red” status should be applied to all elements on the proforma where work is at a primary or research stage, being piloted before wider rollout across the authority/partnership, or planned but not yet approved for funding.</p> <p>e.g. “amber” status should be applied to all elements on the proforma where work has been approved for funding and is actively being implemented.</p> <p>e.g. “green” status should be applied to all elements on the proforma where projects have been actioned and implemented or particular standards achieved with plans for extended rollout on an enterprise-wide basis, i.e. across the authority/partnership. Please note that all “R” and “G” numbered priority outcomes listed in Section 1 are expected to be “green” by 31 March 2006. This includes a requirement for deep-linking in relation to non-statutory functions.</p>

Section 1 – Priority Outcomes (self-assessment)³

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 & Transformation Area Description	Status at 31/03/04	Anticipated Status at 31/03/05	Anticipated Status at 31/12/05	Anticipated Status at 31/03/06	Comment <i>You may comment here in order to qualify the information given, request ODPM support, or identify your authority as an exemplar of good practice in a particular area</i>
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 ⁴					
R2 Online access to information about educational support services that seek to raise the educational attainment of Looked After Children ⁵ .					
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					
E1 If 'green' on R1, R2 & G1 above, please comment on agreed baseline and targets for take-up of online schools admissions service and educational attainment of Looked After Children in comment column opposite. Otherwise, leave this row blank.					
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 ⁶ (see www.laws-project.org.uk).					
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.					
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					

³ See http://www.odpm.gov.uk/pns/DisplayPN.cgi?pn_id=2004_0112 and <http://www.idea.gov.uk/knowledge>

⁴ Owing to the long lead-in time, school admissions systems will need to be in place by March 2006 at the latest.

⁵ i.e. young people who cannot live with their families and are in the care of Social Services (referred to by the DfES as Children in Public Care).

⁶ Authorities using alternative service taxonomies (e.g. seamlessUK) should plan for migration to the LGCL by December 2005.

E2 If 'green' on R3, R4 & G2 above, please comment on agreed baseline and targets for customer satisfaction and efficiency savings between the supplying organisations on shared community information initiatives in the comment column opposite. Otherwise, leave this row blank.					
R5 Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily.					
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.					
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.					
G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).					
E3 If 'green' on R5, R6, G3 & G4 above, please comment on agreed baseline and targets for e-participation activities, including targets for citizen satisfaction in the comment column opposite. Otherwise, leave this row blank.					
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).					
R8 Online receipt and processing of planning and building control applications.					
G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.					
G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes.					
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.					

<p>E4 If 'green' on R7, R8, G5, G6 & G7 above, please comment on agreed baseline and targets for take-up of planning and regulatory services online, including targets for customer satisfaction and efficiency savings in the comment column opposite. Otherwise, leave this row blank.</p>					
<p>R9 Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.</p>					
<p>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).</p>					
<p>G9 Regional co-operation on e-procurement between local councils.</p>					
<p>If 'green' on R9, G8 & G9 above, please comment on progress towards providing:</p> <p>E5 Access to virtual e-procurement 'marketplace';</p> <p>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;</p> <p>E7 Agreed targets (please specify) for efficiency savings by December 2005, including the % of undisputed invoices paid in 30 days (BVPI 8);</p> <p>in the comment column opposite. Otherwise, leave this row blank.</p>					
<p>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).</p>					
<p>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.</p>					
<p>G10 Demonstration of efficiency savings and improved collection rates from implementation of e-payments.</p>					
<p>G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers.</p>					

<p>If 'green' on R10, R11 G10 & G11 above, please comment on progress towards providing:</p> <p>E8 Provision of facilities for making credit or debit card payments via SMS text message for parking fines (mobile phone);</p> <p>E9 Adoption of smart cards as standard for stored payments (e.g. replacing swipe cards);</p> <p>E10 Agreed baseline and targets for reductions in unit costs of payment transactions;</p> <p>in the comment column opposite. Otherwise, leave this row blank.</p>					
<p>R12 Online renewal and reservations of library books and catalogue search facilities.</p>					
<p>R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations.</p>					
<p>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.</p>					
<p>E11 If 'green' on R12, R13 & G12 above, please comment on agreed baseline and targets for take-up of library, sports & leisure services online, including targets for customer satisfaction and efficiency savings in the comment column opposite. Otherwise, leave this row blank.</p>					
<p>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.</p>					
<p>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.</p>					
<p>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.</p>					
<p>G14 GIS-based presentation of information on roadworks in the local area, including contact details and updated daily.</p>					

E12 If 'green' on R14, R15, G13 & G14 above, please comment on agreed baseline and targets for customer satisfaction and efficiency savings in the column opposite. Otherwise, leave this row blank.					
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.					
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.					
G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens' homes.					
If 'green' on R16, R17 & G15 above, please comment on progress towards providing: E13 Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals. 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. in the comment column opposite. Otherwise, leave this row blank.					
R18 Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.					
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.					
G16 Systems to support joined-up working on children at risk across multiple agencies.					
G17 Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.					
E15 If 'green' on R18, R19, G16 & G17 above, please comment on agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVPI 57) in the column opposite. Otherwise, leave this row blank.					

R20 Email and Internet access provided for all Members and staff that establish a need for it.					
R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff.					
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.					
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").					
E16 If 'green' on R20, R21, R22 & G18 above, please comment on agreed targets for baseline and efficiency savings arising from the introduction of new ways of working in the column opposite. Otherwise, leave this row blank.					
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).					
R24 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.					
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).					
G20 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI).					
G21 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk).					
E17 If 'green' on R23, R24, G19, G20 & G21 above, please comment on agreed baseline and targets for efficiency savings based around improved accessibility of services and information in the column opposite. Otherwise, leave this row blank.					
R25 Online publication of Internet service standards, including past performance and commitments on service availability.					

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.					
G22 Establishment of internal targets and measures for customer take-up of e-enabled access channels.					
G23 Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk).					
E18 If 'green' on R25, R26, G22 & G23 above, please comment on 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 in the column opposite. Otherwise, leave this row blank.					
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 customer's records, to deliver services across different channels, and enabling joined-up and automated service delivery.					
R28 All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.					
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					
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.					
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.					
E19 If 'green' on R27, R28, R29, G24 & G25 above, please comment on 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 in the column opposite. Otherwise, leave this row blank.					

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 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.

<ul style="list-style-type: none"> • Appointment of people to the following key local e-government functions in your Council: <ul style="list-style-type: none"> i) Member & officer e-champions ii) e-government programme manager iii) customer services management • 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 • Establishment of an e-delivery programme board • Use of formalised programme & project management methodologies (e.g. PRINCE2) to support e-delivery programme • Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures • Use of customer consultation/research to inform development of corporate e-government strategy • Establishment of policy for addressing social inclusion within corporate e-government strategy • Establishment of internal targets & measures for e-services, including: <ul style="list-style-type: none"> i) Customer take up ii) Customer satisfaction iii) Value for money / cost effectiveness • Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act) 					
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⁷ Areas where benefits may be identified include policy or legal requirement (required), quality of service, internal management, process improvement (productivity or efficiency), Personnel or HR management, risk reduction, flexibility, economy, revenue enhancement or acceleration, strategic fit.

<ul style="list-style-type: none"> • 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) • Establishment of partnerships for the joint (aggregated) procurement of broadband services • Engagement with intermediaries re addressing issues of take up and efficiency in the delivery of e-government services (e.g. Citizens Advice Bureaux) (see http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf) • Compliance with BS 7799 on information security management <ul style="list-style-type: none"> ▪ Implementation of Benefits Realisation Plan⁷ for delivery of local e-government programme strategic objectives ▪ Completion of mapping of BVPI 157 services against approved security levels (0-3) (see http://www.authentication.org.uk/levels.asp & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc) ▪ Planned compliance to HMG Security and authentication frameworks (see http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/45/04002245.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/43/04002243.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/20/53/04002053.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/39/39/04003939.doc) ▪ 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) ▪ Optional use of Government Gateway (see http://www.gateway.gov.uk) to support: <ul style="list-style-type: none"> i) personalisation & registration for services categorised at security level '0' ii) citizen & business authentication for services for services categorised at security levels 1-3 					
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<ul style="list-style-type: none"> iii) authentication of employees for cross-agency services iv) corporate approach to collection of e-payments v) cross agency secure transactions (Government to Government) • Government Gateway (see http://www.gateway.gov.uk) back-office connection in place (Department Interface Server) 					
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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 the Local Government Services List contained in the esd-toolkit hosted by the IDeA (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	
		2001/2	2002/3	2003/4	2004/5	2005/6 ⁸
Providing information: <ul style="list-style-type: none"> • Total types of interaction e-enabled • % e-enabled 	94%					
Collecting revenue: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	87%					
Providing benefits & grants: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	78%					
Consultation: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	86%					
Regulation (such as issuing licences): <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	76%					
Applications for services: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	83%					
Booking venues, resources & courses: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	78%					
Paying for goods & services: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	80%					
Providing access to community, professional or business networks: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	82%					
Procurement: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	73%					
<ul style="list-style-type: none"> • TOTAL: TYPES OF INTERACTION E-ENABLED • % E-ENABLED 	86%					

⁸ It is anticipated that authorities will base their annual BVPI 157 actuals/estimates on the position at the 31st March in each financial year (i.e. year end), with the exception of 2005/6 when the position at 1st January 2006 is required.

Section 4 – Access Channel Take-Up

In order to demonstrate public take-up of the main e-access channels that you are investing in up to 2005/6, you are asked to complete the table below detailing actual and forecast figures for numbers of e-enabled payment transactions 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. Industry definitions of page impressions⁹ and unique users¹⁰ are given in the footnote's below.

E-enablement & Main E-Access Channel Take-Up	Actual ('000s)			Forecast ('000s)		Comment
	01/02	02/3	03/04	04/5	05/6	
Local Service Websites <ul style="list-style-type: none"> Page impressions (annual) Unique users, i.e. separate individuals visiting website (annual) Number of e-enabled payment transactions accepted via website Number of change of address notifications accepted via website 						
Telephone <i>(i.e. telephone interactions where officers can access electronic information and/or update records on-line there and then, including interactions in contact centres):</i> <ul style="list-style-type: none"> Number of e-enabled payment transactions accepted by telephone Number of change of address notifications accepted via telephone 						
Face To Face <i>(i.e. front-line operations where officers can access electronic information and/or update records on-line there and then, including interactions at reception desks, One Stop Shops & home visits):</i> <ul style="list-style-type: none"> Number of e-enabled payment transactions accepted via personal contact Number of change of address notifications accepted via personal contact 						
Other Electronic Media (e.g. BACS, text messaging): <ul style="list-style-type: none"> Number of e-enabled payment transactions accepted via BACS or other electronic form Number of change of address notifications accepted via other electronic media 						
Non Electronic (e.g. cash office, post) <ul style="list-style-type: none"> Number of payments accepted by cheque or other non-electronic form Number of change of address notifications accepted via non-electronic form 						

⁹ **Unique User** (industry audit definition): According to IFABC Global Web Standards (www.ifabc.org) a Unique User is an "IP address plus a further identifier. Sites may use User Agent, Cookie and/or Registration ID." Note that where users are allocated IP addresses dynamically (for example by dial-up Internet Service Providers), this definition may overstate or understate the real number of individual Users concerned. A Unique User is at a minimum an IP address + the Browser ID with a unique address entering a website by any page and is counted once for the given period (the minimum audit period is one calendar month). The number of Unique Users is an indicator of a website's audience or reach.

¹⁰ **Page Impression** (industry audit definition): According to IFABC Global Web Standards (www.ifabc.org) a Page Impression is a "file or a combination of files sent to a user as a result of that user's request being received by the server." In effect, one request by a valid User should result in one Page Impression being counted. In most cases, a single request from a User causes the server to send several files to satisfy the request. For example, the server may send a .html file followed by several associated graphic images and audio files. A single request from a user may also cause the server to send additional .html files to build a frameset. The site must ensure that all additional, non-requested files are filtered out and excluded when counting the claimed number of Page Impressions.

Section 5 – Local e-Government Programme Resources

Councils are asked to provide a summary of current and forecast expenditure on implementing electronic government up to 2005/06. This should include the standard elements in the table below and brief commentary on the use of IEG money. (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 Resources	Actual (£'000s)			Forecast (£'000s)		Comment
	01/02	02/03	03/04	04/05	05/06	
<ul style="list-style-type: none"> IEG capital grant 		200	200	350	150	
<ul style="list-style-type: none"> your council's pro rata share of ODPM Local e-Government Partnership Programme capital grant 						
<ul style="list-style-type: none"> ODPM e-Innovations Fund capital grant 						
<ul style="list-style-type: none"> financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB), EU funding 						
<ul style="list-style-type: none"> financial contribution from public-private partnerships 						
<ul style="list-style-type: none"> resources being applied from internal revenue and capital budgets to improve the quality of services through e-enablement 						
<ul style="list-style-type: none"> other resources (e.g. training) (please specify) 						
TOTAL						

Section 6 – Local e-Government Programme Efficiency Gains¹¹

Councils are asked to provide a summary of efficiency gains arising from the implementation of local e-government. (Please note that this refers to savings arising from investment to e-enable local services and to transform their accessibility, quality and cost-effectiveness in line with the 2005 target. Savings arising from cyclical spend related to the maintenance of the existing ICT infrastructure should not be included):

Efficiency Gains	Actual (£'000s)			Forecast (£'000s)				Comment
	01/02	02/03	03/04	04/05	05/06	06/07	07/08	
a) Cash Releasing Efficiency Gains¹²								
e-Procurement, of which:								
• achieved through reductions in prices ¹³								
• other gains from e-procurement								
Corporate support (back office) ¹⁴ , of which:								
• e-recruitment ¹⁵								
• e-payments								
Transactional services, of which:								
• Schools admissions								
Productive time, of which:								
• more time spent on contact with customers								
• Other (1) (please specify)								
• Other (2) (please specify)								
Sub total (cash releasing efficiency savings)								

(continued over page)

¹¹ i.e. Increases in output quality and quantity for the same cost, or sustained outputs for reduced cost, arising from the application of local e-government to automate business processes and improve managerial effectiveness

¹² i.e. Cash savings available for reinvestment

¹³ i.e. Reductions in prices in real terms, after allowing for 2.5% inflation

¹⁴ The definition of back office includes Finance, IT, HR (excluding the cost of training)

¹⁵ Includes savings on staff time and on advertising expenditure

b) Non Cash Releasing Efficiency Gains¹⁶								
e-Procurement, of which:								
• Achieved through reductions in prices								
• Other gains from e-procurement								
Corporate support (back office), of which:								
• E-recruitment								
• E-payments								
Transactional services, of which:								
• Schools admissions								
Productive time, of which:								
• More time spent on contact with customers								
• Other (1) (please specify)								
• Other (2) (please specify)								
Sub total (non cash releasing efficiency gains)								
Other non-monetary benefits (1) please specify								
Other non-monetary benefits (2) please specify								
TOTAL EFFICIENCY GAINS - GROSS								
Less ICT costs								
Less expenditure on ICT consultants								
TOTAL EFFICIENCY GAINS - NET								

¹⁶ i.e. freeing up productive time through increased availability and effectiveness of staff and the redeployment of resources. Productivity savings and other beneficial outcomes need to be quantified in the table. If monetary quantification is not possible, then benefits should be quantified numerically (e.g. measure of time saved) using the space provided for non-monetary benefits

SUBMISSION

Please make sure that comments on this draft IEG4 proforma reach us **by noon on Monday 6 September 2004**.

All comments and enquiries regarding the IEG4 consultation should be addressed to:

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FURTHER INFORMATION

Details of the National Strategy for local e-government and Priority Outcomes can be found at www.localegov.gov.uk

Details of national infrastructure projects can be found at www.e-envoy.gov.uk & www.idea.gov.uk/lqih

Your regional IEG4 contacts at the ODPM are:

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PUBLICATION OF IEG RETURNS

The ODPM may wish to publish information in connection with IEG4 proformas in due course or deposit them in its own library or that of the Houses of Parliament. Information may also be published as part of a national database to allow other local authorities to use IEG4 data for benchmarking purposes. Should you wish any element of your proforma to be treated in confidence please clearly indicate this in your response. Nevertheless, all responses will be included in statistical summaries.