

IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2006 (IEG6)

"Meeting the targets for e-government"

Name of Authority: Rossendale Borough Council

IEG Contact Name: Helen Lockwood

Email: helenlockwood@rossendalebc.gov.uk

Telephone No: 01706 244799

Local Context

Rossendale Borough Council has a number of significant achievements to report through the IEG Programme. Electronic Government progression is reported regularly to an Overview and Scrutiny Performance Management Committee and to Cabinet. The Council is committed to delivering seamless services, in ways that people will want to access them and has addressed this through a variety of ways. E-Government initiatives are central to improve services, improve performance management and realise efficiencies.

Probably the most visible of these achievements is the Council's new website. A web developer was appointed and a major web development programme was undertaken from June 2005. The Council deployed the Jadu Content Management system for the Council's website in September 2005. A smooth implementation of the new website was made within 6 weeks and it continues to generate increased numbers visitors to the site. The new website uses e-GIF as a basis to ensure full compliance with established and emerging government web standards. Customers are able to use the site to apply for a job with the Council, submit a planning application, use a benefits calculator to find out how much they might be entitled to in Housing and Council Tax Benefit, pay their Council Tax, check their Council Tax balance, and submit comments on planning applications. The new site also makes it easier and quicker for people to find what they are looking for due to a specialist local government indexing system. Rossendale Council's website has been rated as the best Council website in Lancashire according to a league table produced by Sitemorse. Rossendale's website ranking has risen from 169 in the chart in July 2005 to 54th out of 460 in December 2005 - a rise of 115 places.

Following on from the success of the new website, the Council has purchased two new modules from Jadu. The first of these will improve the internal communications, workflow and efficiency through a new Intranet system using the same Jadu Content Management System.

In addition we have also purchased the microsites module, which will be used working with the Local Strategic Partnership to provide a Community Portal. This will allow local voluntary, community, faith and youth sector organisations to have the ability to create and maintain a community portal for Rossendale. Local groups will also be involved to help enhance accessibility to help with social inclusion amongst hard to reach groups that would benefit from interacting with their local authority from their homes.

The authority currently works in partnership to utilise economies of scale by sharing resources, knowledge and expertise through joined up working to meet Priority Service Outcomes and e-Government targets.

Rossendale is a member of the Contact Lancashire Partnership. This comprises of six district councils – Burnley, Pendle, Rossendale, Hyndburn, Ribble Valley and Chorley, plus Lancashire County Council. Together the Partnership is implementing a Shared Service Contact Centre (SSCC).

The Partnership Board has reviewed overall progress relevant priority outcomes. An exercise has been undertaken to identify those where the SSCC, and the shared CRM in particular, are integral to our progress. Whilst it is the case that progress against some of these has been slower than we would have liked, this has not affected our overall planning or our commitment to meeting the requirements of the priority outcomes. Our IEG6 has been completed with this in mind.

Rosendale's One Stop Shop opened in December 2005. It deals with all council enquiries, suggestions, requests and complaints about the Council in one convenient visit. It provides greater access to council services and is part of a bigger project that puts customers at the heart of the council's activities and services. In addition this has been complimented with the roll out of a new Council wide telephone system / switchboard and a Telephone Contact Centre is currently being implemented. These will deliver a higher quality and more responsive service to our customers in a welcoming, conducive environment. The introduction of a robust performance management framework running alongside these developments, based around the customer's needs, will ensure that our customers are at the heart of our commitments for improvement.

We are currently a member of the East Lancashire e-Partnership (ELeP) to collaborate in the delivery of modernised, electronically delivered services to citizens. ELeP plays a key role in filling gaps in knowledge, capacity and in sharing and managing risk. The partnership has been extremely successful, undertaking sound programme management to allow a number of key projects to be implemented efficiently and effectively across the 5 districts in the sub region.

A corporate transition from e-Government to realising and measuring efficiencies is already underway. The authority recognises the benefits that e-Government can provide in contributing towards improvements and measurable efficiency savings. Through ELeP, the authority has enjoyed various savings through an e-Marketplace, purchasing cards and BACS developments. E-auctions have taken place for stationery consumables, safety clothing, janitorial supplies and a further auction is planned for IT hardware.

Service improvement is key to Rosendale Borough Council's improvement agenda and to obtaining a better rating in the next Comprehensive Performance Assessment and also to implementing a number of key drivers relating directly to the Efficiency Review. A corporate strategy to implement service improvements in line with corporate objectives and the improvement plan will run alongside and compliment that of the ELeP's.

We are streamlining the way we consult with our customers, and using the results in a pro-active way to become more responsive and socially inclusive. Again through ELeP, we have achieved e-consultation by procuring SNAP software that allows us to consult with our customers electronically. A joint consultation team has been created including one full time officer plus part time support. The team manages a joint citizen's panel of some 5,000 people across East Lancashire, providing the Councils with better policy making information at a lower cost than the market offers. By improving and engaging with our customers, we hope to improve local democracy by building up pictures of our customers and proactively responding to their wishes and complaints.

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. See <http://www.odpm.gov.uk/index.asp?id=1002882&PressNoticeID=1546> and <http://www.idea.gov.uk/knowledge>.

Outcome And Transformation Area Description	Status at 31/12/2005	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 31/12/2005	Amber 31/12/2005
	Comment: This is a significant challenge for the County Council. They are investing in a commercial package linked to the Education Integrated Management Information Systems (EDIMIS), which should be ready for May 2006 to be used in September 2006. We are committed to providing a deep link to this County service when it is established.	
R2 Online access to information about educational support services that seek to raise the educational attainment of Looked After Children.	Green 31/12/2005	Green 31/12/2005
	Comment: We do not offer any educational services this is a County Council function. We have provided a deep link on our website to: http://www.lancashire.gov.uk/education/d_pup/ews/content/elac/intr o.asp	
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	Amber 31/12/2005	Amber 31/12/2005
	Comment: This will be delivered through the Shared Service Contact Centre of which Rossendale is a partner. We are committed to providing a deep link to this County service when it is established	
If already 'green' on R1, R2 & G1 above please comment on	Comment:	
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.		
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 31/12/2005	Green 31/12/2005
	Comment: The council is a member of the Contact Lancashire Partnership that has appointed NIS to deliver SSCC/OSS for each of the partnership council's (six districts and LCC). Under the auspices of the Lancashire e-Government Network we have agreed a countywide joint A-Z of services that is used for access channels such as: web sites, portals, one stop shops and contact centres.	
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.	Amber 31/12/2005	Green 31/03/2006
	Comment: Rossendale's Community Safety Partnership has supported the development of the Multi-Agency Data Exchange (MADE), gathering information from police, Youth Offending Team, probation, education, social services and the health sector to assist in crime reduction activity and to contribute to Crime Audits. The MADE system is accessed through a dedicated secure area on the Safer Lancashire website. The Council will investigate secure messaging through Government Connect in the longer term to email between all the various partners.	

Outcome And Transformation Area Description	Status at 31/12/2005	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.	Amber 10/01/2005	Green 31/03/2006
	Comment: This facility is provided to Voluntary, Community, Faith, & Youth sector organisations with a view to self maintaining web pages using the "web in a box" functionality that will be offered by the Jadu Microsites product. Each local group will have the ability to create and maintain a community portal.	
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:	
R5 Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily.	Green 16/09/2005	Green 16/09/2005
	Comment: Minutes reports and agendas are available on the new website which has been created through Jadu Content Management System (CMS) and these are updated on a regular basis by content editors in the Democratic Services department.	
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 16/09/2005	Green 16/09/2005
	Comment: Each Councillor has their own web pages within the Council's new website, identifying their name, contact details, the ward they represent, committee membership and a brief biography. This is updated by content editors in Democratic Services. This information will also be delivered through the Lancashire Community Portal.	
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 31/03/2004	Green 31/03/2004
	Comment: Our East Lancashire e-consultation project has utilised e-consultation technology and a virtual citizen's panel. The project has progressed to include SMS text alerts and citizen's email addresses are used when available to contact them about on line surveys and notify them of survey results. Please see www.feedbackonline.org.uk	
G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).	Green 31/12/2005	Green 31/12/2005
	Comment: Following on from the web development programme in 2005, we are working with local groups to improve accessibility to help hard to reach groups and embrace social inclusion and accessibility opportunities. Multi media will be used as part of the functionality. We currently have video and audio files on our website.	
If already 'green' on R5, R6, G3 & G4 above please comment on E3 Agreed baseline and targets for e-participation activities, including targets for citizen satisfaction. Otherwise you may leave this row blank.	Comment:	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
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 31/12/2005	Green 31/12/2005
	Comment: As members of the East Lancashire e-Partnership, work has taken place to deliver this outcome through e-forms and online applications. A Process Transformation exercise in household waste collection has also been undertaken. The OSS and embryonic Telephone Contact Centre uses Onyx CRM technology which provides a tracking facility.	
R8 Online receipt and processing of planning and building control applications.	Amber 01/06/2005	Amber 01/06/2005
	Comment: We provide this facility via the Planning Portal – we also now provide full access to planning applications and related issues through Submit a Plan which will take the council up to level 3 of the Planning Portal. However this is not functioning properly due to technical difficulties at the moment.	
G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.	Green 30/06/2005	Green 30/06/2005
	Comment: We provide this through a deep link on our website to MARIO http://mario.lancashire.gov.uk - this is Lancashire County Council's award winning map-based facility. We are also working with our partners in the Lancashire Shared Services Contact Centre to provide a knowledge based extranet GIS for mediated services. In addition the Lancashire e-Government Network are looking to use existing infrastructures produced by the County Council to enable a single on line GIS database for Lancashire. This will require agreement being reached on data sharing and update protocols.	
G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes.	Green 31/12/2005	Green 31/12/2005
	Comment: We do not offer any Trading Standards services this is a County Council function. We have provided a deep link on our website to http://www.tradingstandards.gov.uk/lancashire/index.htm	
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 23/06/2005	Green 23/06/2005
	Comment: We have procured and installed the LicenceFlo Online web module which provides an online licensing system.	
If already 'green' on R7, R8, G5, G6 & G7 above please comment on	Comment:	
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.		
R9 Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.	Amber 02/01/2005	Amber 02/01/2005
	Comment: The council is currently implementing Civica Authority Financials system. An e-procurement module will be available shortly to allow paperless ordering, invoicing and payment. We currently pay creditors by BACS with emailed remittances. The Council also uses the UK Procure e-Marketplace, which was implemented through the East Lancashire e-Partnership.	

Outcome And Transformation Area Description	Status at 31/12/2005	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).	Amber 31/12/2005	Amber 31/12/2005
	Comment: We will seek to deliver a single business account in conjunction with our partners in the Shared Service Contact Centre. Our OSS and embryonic Telephone Contact Centre uses Onyx CRM technology. To provide a comprehensive authentication service we would look to explore this facility through Government Connect's GC-Register Product. The Council has registered with Government Connect both individually and through the Contact Lancashire Partnership.	
G9 Regional co-operation on e-procurement between local councils.	Green 31/03/2004	Green 31/03/2004
	Comment: The Council is committed to using the UK Procure e-Marketplace, which was implemented through the East Lancashire e-Partnership of which we are a partner. A series of successful e-auctions have taken place and more are planned for the future.	
If already 'green' on R9, G8 & G9 above please comment on	Comment:	
E5 Access to virtual e-procurement 'marketplace';		
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).	Amber 01/11/2004	Amber 01/11/2004
	Comment: The new Civica Authority Financials system issues transaction IDs; confirmation e-mails and alternative secure confirmation of payments. This will be complimented by the new web public module to be added imminently. Citizens will be able to pay Council Tax, NNDR and sundry debts through the online payments facility.	
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.	Green 31/12/2005	Green 31/12/2005
	Comment: Citizens can check their Council Tax and NNDR balances online through the Council's website.	
G10 Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	Green 31/12/2005	Green 31/12/2005
	Comment: We believe that there is no casual relationship between improved collection performance and e-payments. We demonstrate an efficiency in G11 but this will mostly be re-invested in our modernisation programme. As an example the combined abolition of cashier counters whilst introducing "payment smart cards" has produced a per transaction saving of over a pound.	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	Amber 01/05/2005	Amber 01/05/2005
	Comment: The Council has progressed this as far as possible and software is available from our existing provider. We are now reliant upon Government Connect to fulfil this outcome.	
If already 'green' on R10, R11, G10 & G11 above please comment on	Comment:	
E8 Provision of facilities for making credit or debit card payments via SMS text message for parking fines (mobile phone).		
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 16/09/2005	Green 16/09/2005
	Comment: We do not offer any Library services this is a County Council function. We have provided a deep link on our website to: http://lclcat.lancashire.gov.uk:8001/www-bin/www_lclcat	
R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations.	Amber 01/02/2005	Green 31/03/2006
	Comment: Our contracted-out Leisure Trust have an on line booking system facility, TOREX which is in use.	
G12 Integrated ICT infrastructure and support to ensure the consistent delivery of services across all access channels (e.g. web, telephone, face to face) based on e-enabled back offices and smart card interfaces for council library, sports and leisure services.	Amber 01/02/2005	Green 31/03/2006
	Comment: The authority does not offer these functions directly although we do promote Lancashire County Council Smartcards for Concessionary Travel. The Council's website, OSS and embryonic Telephone Contact Centre and the wider Shared Service Contact Centre are all access channels to provide seamless service delivery. The Now Card application process can be completed at the OSS through the use of web cams in the interview rooms.	
If already 'green' on R12, R13 & G12 above please comment on	Comment:	
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.		
R14 Online facilities to be available to allow the public to inspect local public transport timetables and information via available providing organisation, including links to 'live' systems for interactive journey planning.	Green 01/09/2005	Green 01/09/2005
	Comment: This has been achieved by a link on our website to: http://www.pti.org.uk/	
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 31/03/2004	Green 31/03/2004
	Comment: We have already met this target through the deliverables of the East Lancashire e-Partnership. This is facilitated through the East Lancashire Citizens Panel, established as part of the ELEP's e-consultation project. We have on line consultation facilities and results are published at http://www.feedbackonline.org website.	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
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.	Green 16/09/2005	Green 16/09/2005
	Comment: This target has already been achieved by a link on our website to the third party provider of the managed parking service at: http://www.parkwise.co.uk	
G14 GIS-based presentation of information on roadworks in the local area, including contact details and updated daily.	Green 16/09/2005	Green 16/09/2005
	Comment: There is a deep link to MARIO, Lancashire County Council's award winning MAPS and Related Information Online package on our website. This provides GIS-based information on roadworks in Rossendale and the rest of Lancashire, it is updated daily and provides contact details.	
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: These volumetrics and baseline data are being gathered through the One Stop Shop and the work on the Shared Service Contact Centre.	
R16 E-enabled "one stop" resolution of Housing & Council Tax Benefit enquiries via telephone, contact centres, or via one stop shops using workflow tools and CRM software to provide information at all appropriate locations and enable electronic working from front to back office.	Amber 01/09/2005	Green 31/03/2006
	Comment: We have developed a OSS and an embryonic Telephone Contact Centre for the authority, which will link to the wider Shared Service Contact Centre. These are both underpinned by CRM software to ensure that all enquiries can be dealt with consistently. Housing and Council Tax Benefits queries can be dealt with through the OSS and these are logged in the CRM system. Business process re-engineering is taking place to improve the way that these services are delivered. Whilst not yet meeting the target of 80% first time fixes the Council is demonstrating good progress on this outcome.	
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 31/12/2005	Green 31/12/2005
	Comment: We have reached this target by introducing a claim calculator as part of the deliverables of the East Lancashire e-Partnership. On-line claim forms are also available on our website.	
G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens homes.	Amber 30/09/2005	Amber 30/09/2005
	Comment: A scoping study was carried out through the Shared Service Contact Centre Partnership to progress this target. A business case has been presented to the Partners and the Council has yet to make a decision on whether they want to progress this. The Council is currently in the process of outsourcing the Revenues and Benefits Service and a preferred supplier is about to be selected. An alternative solution may be explored through this supplier.	
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:	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
<p>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.</p> <p>Otherwise you may leave these rows blank.</p>	Comment:	
<p>R18 Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.</p>	Green 31/12/2005	Green 31/12/2005
	Comment: We do not offer any Social Services this is a County Council function. We have provided deep links on our website to: http://www.lancashire.gov.uk/social-services/adults/how-we-assess/index.asp http://www.lancashire.gov.uk/social-services/adults/care-charges/index.asp?answer=all	
<p>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.</p>	Amber 31/12/2005	Amber 31/12/2005
	Comment: We are committed to providing a deep link to this County service when it is established.	
<p>G16 Systems to support joined-up working on children at risk across multiple agencies.</p>	Amber 31/12/2005	Amber 31/12/2005
	Comment: We are committed to providing a deep link to this County service when it is established.	
<p>G17 Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.</p>	Green 31/12/2005	Green 31/12/2005
	Comment: Lancashire County Council have Social Workers and Schools Special Education Advisors using mobile technology already for this purpose.	
<p>If already 'green' on R18, R19, G16 & G17 above please comment on</p> <p>E15 Agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVPI 57).</p> <p>Otherwise you may leave this row blank.</p>	Comment:	
<p>R20 Email and Internet access provided for all Members and staff that establish a need for it.</p>	Green 30/09/2005	Green 30/09/2005
	Comment: All members of staff have access to the internet and have e-mail accounts. They are subject to the relevant internet and e-mail usage policies. We have rolled this facility out to all Members through the Council's Virtual Private Network, establishing their needs and training requirements.	
<p>R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff.</p>	Green 30/09/2005	Green 30/09/2005
	Comment: We are currently offer home working via remote access through a secure VPN for the Corporate Management Team and Members. VPN support is provided by Vivista who manage our IT Services.	
<p>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.</p>	Green 30/09/2005	Green 30/09/2005
	Comment: Remote working is currently restricted to the Corporate Management Team and elected Members.	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
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 30/09/2005	Green 30/09/2005
	Comment: Through personal development plans, we currently offer the European Computer Driving License amongst other training courses to all members of staff. A large number of staff have already taken this opportunity. This is also being offered to Members as part of the roll out of remote access as above.	
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: Not applicable at the moment	
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).	Green 31/12/2005	Green 31/12/2005
	Comment: Citizens can access all services via the telephone, face to face or via our website. Ultimately our OSS and Telephone Contact Centre will link into the wider Shared Service Contact Centre to grant telephone access outside of the normal working day. This will be enhanced by the Rossendale Community Portal which will be set up using the microsities module on our website, which will grant access to community networks and agencies.	
R24 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.	Green 16/09/2005	Green 16/09/2005
	Comment: The authority has already achieved this target through the implementation of Jadu CMS.	
G19 Adoption of ISO 15489 methodology for Electronic Document Records Management (ERDM) and identification of areas where current records management policies, procedures and systems need improvement to meet the requirements of Freedom of Information (FOI) and Data Protection legislation (see www.pro.gov.uk/about/foi/map-local.rtf).	Amber 01/10/2005	Amber 01/10/2005
	Comment: We are undertaking an EDRM scoping study with a view to selecting an appropriate application that will be fully integrated with all the Rossendale key systems.	
G20 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI).	Green 16/09/2005	Green 16/09/2005
	Comment: Our new Website provides AA compliance. We are continuously working together with our CMS supplier to enforce achievement to this level of consistency.	
G21 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk).	Green 31/12/2005	Green 31/12/2005
	Comment: The Council's new website was launched in September 2005 to ensure e-GIF and e-GMS compliance.	
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 31/12/2005	Green 31/12/2005
	Comment: We currently have methods of retrieving this data through our Content Management System providers and a statistical analysis third party.	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
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 31/12/2005	Green 31/12/2005
	Comment: Our Content Management System provides us with this functionality.	
G22 Establishment of internal targets and measures for customer take-up of e-enabled access channels.	Amber 30/09/2005	Green 31/03/2006
	Comment: This will be provided by the detailed Management Information Reports that will be generated by the CRM system used in the OSS and embryonic Telephone Contact Centre. In addition through our membership of ELeP we are participating in the national e-Citizen take up project and will implement its deliverables.	
G23 Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk).	Green 31/12/2005	Green 31/12/2005
	Comment: We have reached this target through our new website which meets all the required accessibility standards.	
If already 'green' on R25, R26, G22 & G23 above please comment on	Comment:	
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.		
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 30/09/2005	Green 31/03/2006
	Comment: Our OSS is underpinned by CRM software to ensure that all enquiries can be dealt with consistently. Business process re-engineering is also taking place to improve the way that these services are delivered. The CRM system provides a first time fix wherever possible for Revenues and Benefits enquiries. This will be rolled out across other council services through a phased approach. The Council considers that it is demonstrating good progress on this outcome.	
R28 All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.	Amber 01/12/2004	Green 31/03/2006
	Comment: We are working with our partners in the Lancashire Shared Services Contact Centre to achieve this.	
R29 100% of email enquiries from the public responded to within one working day, with documented corporate performance standards for both email acknowledgements and service replies.	Green 31/12/2005	Green 31/12/2005
	Comment: We meet this through the roll out of our Customer Services Standards and the wider Customer Services Strategy.	
G24 Integration of customer relationship management systems with back office activity through use of enabling technology such as Workflow to create complete automation of business process management.	Amber 01/09/2005	Amber 01/09/2005
	Comment: We are working with our partners in the Lancashire Shared Service Contact Centre to achieve this. We are also looking at integration into the CRM from other key systems. With the ongoing development of Process Transformation throughout the organisation we are investigating the use of a DIP/Workflow package to underpin this integration in order to complete this target.	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
<p>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.</p>	<p>Green 31/12/2005</p>	<p>Green 31/12/2005</p>
<p>If already 'green' on R27, R28, R29, G24 & G25 above please comment on</p> <p>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.</p> <p>Otherwise you may leave this row blank.</p>	<p>Comment: We currently have a generic change of circumstances from on our website. This will be supported by the use of the CRM system in our OSS and embryonic Telephone Contact Centre.</p> <p>Comment:</p>	

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	Status at 31/12/2005	Status at 31/03/2006
<ul style="list-style-type: none"> 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 16/09/2005	Green 16/09/2005
	Comment: We have had Member and e-champions in place. Officer e-champions are responsible for editing and maintaining up to date information on our new website.	
ii) e-government programme manager	Green 30/06/2005	Green 30/06/2005
	Comment: The Council underwent a corporate re-organisation at the end of 2004. The new organisational structure established a Customer Services and E-Government Service Area. A Web Developer and an ICT Assistant were appointed in June 2005. A dedicated ICT Manager has been recruited and should commence employment in the new year.	
iii) customer services management	Green 30/06/2005	Green 30/06/2005
	Comment: The new organisational structure established roles in customer services management. A Head of Customer Services and E-Government commenced in post 04/07/2005. A Customer Services Manager is due to be appointed in the New Year.	
<ul style="list-style-type: none"> Inclusion of competency development of the above key functions and training for staff affected by e-Government projects, within the Council's workforce development planning (for more information about the e-capacity Building Programme see http://www.lamip.org/MicroSites/eCapacityBuilding/Pages/TemplateUser.aspx?PageType=StandardContent&XSL=standardcontent&Key=1) 	Green 01/06/2003	Green 01/06/2003
	Comment: Training and development programmes are currently being established both within the organisation and through the Shared Services Contact Centre Partnership, to which we are committed. We have established I.T. Champions throughout the organisation who are trained and developed in the e-Government agenda and website development. In addition all employees undertake customer service training as part of their personal development.	
<ul style="list-style-type: none"> Establishment of an e-delivery programme board 	Green 01/04/2003	Green 01/04/2003
	Comment: The Corporate Management Team are committed to providing this role.	
<ul style="list-style-type: none"> Use of formalised programme & project management methodologies (e.g. PRINCE2, MSP) to support e-delivery programme 	Green 31/03/2004	Green 31/03/2004
	Comment: A number of staff currently hold Prince qualifications. Prince Methodologies are established throughout the organisation. Support roles are established through both internal and external opportunities.	

Change Management Area	Status at 31/12/2005	Status at 31/03/2006
<ul style="list-style-type: none"> Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures 	Green 01/11/2002	Green 01/11/2002
	<p>Comment:The authority has a corporate approach to risk management. There is an established risk management group that publicises the corporate risk register. E-Government activity will become a focus for the group during the implementation of the One Stop Shop and Shared Services Contact Centre. Risks to e-Government programmes are reviewed during the life cycle of each project.</p>	
<ul style="list-style-type: none"> Use of customer consultation/research to inform development of corporate e-government strategy 	Green 01/04/2004	Green 01/04/2004
	<p>Comment:We already have the facility to consult and research on e-Government activity. We are currently developing a questionnaire to be distributed throughout our 6000 strong citizens panel (Feedb@ck) to help shape future development and measure take up of services. The new ICT Manager will be developing a corporate ICT Strategy for the Council.</p>	
<ul style="list-style-type: none"> Establishment of policy for addressing social inclusion within corporate e-government strategy 	Green 31/12/2005	Green 31/12/2005
	<p>Comment:A web development and accessibility programme has taken place throughout 2005. A website has been developed for the Local Strategic Partnership. Both the Council and the Local Strategic Partnership have agreed a vision for the Borough - 'Rossendale Alive'. They have five shared corporate objectives and one of these focuses specifically on communities and social inclusion. The Council will be looking at the use of technology to provide information to socially excluded groups</p>	
<ul style="list-style-type: none"> Identification of the specific needs of the most disadvantaged groups and exploring how Information Communication Technologies (ICT) can help to address these needs (see http://www.socialexclusion.gov.uk/page.asp?id=583) 	Red 30/06/2005	Amber 01/01/2006
	<p>Comment:We have been following the information produced by the ODPM's Social Exclusion Unit. We are undertaking Equalities Impact Assessment's within the organisation where relevant.</p>	
<ul style="list-style-type: none"> Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act), including information sharing and data quality audit procedures 	Green 01/09/2004	Green 01/09/2004
	<p>Comment:A Chief Officer acts as the Freedom of Information Champion within the authority. He is supported directly by a working group, and an Officer FOI Champion within each service area. The Working group are currently investigating and analysing the way we hold information with a view to modernisation and improvement. We have made significant improvements in this area in order to comply with the act.</p>	
<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) and designation of an Information Sharing Officer 	Amber 01/04/2005	Amber 01/04/2005
	<p>Comment:This has yet to be investigated as part of a work package for the Freedom of Information Group.</p>	
<ul style="list-style-type: none"> Establishment of partnerships for the joint (aggregated) procurement of broadband services 	Green 31/12/2005	Green 31/12/2005
	<p>Comment:The Borough is quite well covered by broadband services. We are working with the County Council and 5 other districts on the joint procurement of broadband services as part of the Shared Services Contact Centre Project.</p>	

Change Management Area	Status at 31/12/2005	Status at 31/03/2006
<ul style="list-style-type: none"> Engagement with intermediaries re addressing issues of take up and efficiency in the delivery of e-government services (e.g. Citizens Advice Bureaux) and including intermediaries component of Government Connect (see http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf & http://www.govconnect.gov.uk/ccm/portal) 	Amber 01/01/2005	Green 31/03/2006
	<p>Comment:The CAB have a presence in our One Stop Shop for one afternoon per week. They use their own system from the premises and we will work closer with them now this arrangement is in place to take account of their ICT requirements. We will also demonstrate services available on the Council's website. We have registered individually and through the Lancashire Partnership with Government Connect.</p>	
<ul style="list-style-type: none"> Compliance with BS 7799 on information security management 	Amber 28/06/2005	Amber 28/06/2005
	<p>Comment:Although we have significant security measures in place, a GAP analysis on compliance with BS 7799 will be undertaken jointly with our I.T. providers, Vivista, during the forthcoming months. The new dedicated ICT Manager may choose to explore alternative options available.</p>	
<ul style="list-style-type: none"> Implementation of Benefits Realisation Plan for delivery of local e-government programme strategic objectives 	Green 31/12/2005	Green 31/12/2005
	<p>Comment:The Council has assessed forward looking benefits (for 2005/6) and backward looking benefits (for 2004/5) as part of the Annual Efficiency Statement.</p>	
<ul style="list-style-type: none"> Completion of mapping of Local Government Services List transactions against approved security levels (0-3) (see http://www.esd.org.uk/standards/lgs/lgs.doc & http://www.authentication.org.uk/levels.asp & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc) 	Green 31/12/2005	Green 31/12/2005
	<p>Comment:The Council volunteered to assess Package H (Licensing) of the Local Government Services List Transactions.</p>	
<ul style="list-style-type: none"> Planned compliance to HMG Security and authentication frameworks through commitment to citizen, employee and volunteer account registration in Government Connect (see http://www.govconnect.gov.uk/ccm/portal) 	Amber 01/10/2005	Amber 01/10/2005
	<p>Comment:The council has registered individually and as part of the Lancashire Partnership for Government Connect and may make use of the project deliverables as they become available. We are awaiting the outcome of the Government Connect project and attended the recent launch of Phase 2 in Bolton in October. We are keen to offer our citizens secure, authenticated access to the widest possible range of services.</p>	
<ul style="list-style-type: none"> Compliance with an independent trust scheme approval process designed to provide assurance for individuals and companies using or relying upon e-business transactions (see www.tscheme.org) and which will work with Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) 	Amber 01/10/2005	Amber 01/10/2005
	<p>Comment:Although not thoroughly investigated, the authority through its commitment to the East Lancashire ePartnership has met with the local Chamber of Commerce to discuss this method of providing assurance to local individuals and companies. This will be developed internally and through the East Lancashire ePartnership Procurement workstream. We are committed to exploring products available through the Government Connect Package.</p>	
<ul style="list-style-type: none"> Use of Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) to support: 		






Change Management Area	Status at 31/12/2005	Status at 31/03/2006
i) personalisation & registration for services categorised at security levels '0' and '1' through the citizen account	Amber 30/09/2005	Amber 30/09/2005
	Comment: The council has registered individually and as part of the Lancashire Partnership for Government Connect and may make use of the project deliverables as they become available. The council has registered individually and as part of the Lancashire Partnership for Government Connect and will make use of the project deliverables as they become available. We are awaiting the outcome of the Government Connect project and attended the recent launch of Phase 2 in Bolton in October. We are keen to offer our citizens secure, authenticated access to the widest possible range of services.	
ii) adoption of Unique IDentifiers (UIDs) and associated standards, as designated in Government Connect	Amber 30/09/2005	Amber 30/09/2005
	Comment: The council has registered individually and as part of the Lancashire Partnership for Government Connect and may make use of the project deliverables as they become available.	
iii) the bereavement journey & closing of accounts (see http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp)	Amber 30/09/2005	Amber 30/09/2005
	Comment: The council has registered individually and as part of the Lancashire Partnership for Government Connect and may make use of the project deliverables as they become available.	
iv) citizen & business authentication for services for services categorised at security levels 0-3	Amber 30/09/2005	Amber 30/09/2005
	Comment: The council has registered individually and as part of the Lancashire Partnership for Government Connect and may make use of the project deliverables as they become available.	
v) registration & authentication of employees for internal and cross-agency services	Amber 30/09/2005	Amber 30/09/2005
	Comment: The council has registered individually and as part of the Lancashire Partnership for Government Connect and may make use of the project deliverables as they become available.	
vi) corporate approach to collection of e-payments	Amber 30/09/2005	Amber 30/09/2005
	Comment: The council has registered individually and as part of the Lancashire Partnership for Government Connect and may make use of the project deliverables as they become available.	
vii) cross agency secure transactions (Government to Government)	Amber 30/09/2005	Amber 30/09/2005
	Comment: The council has registered individually and as part of the Lancashire Partnership for Government Connect and may make use of the project deliverables as they become available.	
viii) account structures for citizens, businesses, property, voluntary & community bodies, schools and parishes	Amber 30/09/2005	Amber 30/09/2005
	Comment: The council has registered individually and as part of the Lancashire Partnership for Government Connect and may make use of the project deliverables as they become available.	
ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local Area Agreements (where in place)	Amber 30/09/2005	Amber 30/09/2005
	Comment: The council has registered individually and as part of the Lancashire Partnership for Government Connect and may make use of the project deliverables as they become available.	

Change Management Area	Status at 31/12/2005	Status at 31/03/2006
x) GC Register (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Amber 30/09/2005	Amber 30/09/2005
	Comment: The council has registered individually and as part of the Lancashire Partnership for Government Connect and may make use of the project deliverables as they become available.	
xi) GC Exchange (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Amber 30/09/2005	Amber 30/09/2005
	Comment: The council has registered individually and as part of the Lancashire Partnership for Government Connect and may make use of the project deliverables as they become available.	
● Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) back office connection in place (Department Interface Server)	Amber 30/09/2005	Amber 30/09/2005
	Comment: The council has registered individually and as part of the Lancashire Partnership for Government Connect and may make use of the project deliverables as they become available.	
● Enable Directgov (see www.direct.gov.uk) to deeplink into service pages on local authority websites, by providing & maintaining URL data, based on Local Government Service & Interaction lists, standard schemas and formats, as directed by the Local Directgov programme (see http://www.local.gov.uk/localdirectgov/ieg5)	Amber 01/11/2005	Green 31/03/2006
	Comment: We have submitted the necessary urls to Local Direct Gov for the relevant deadlines.	
● Reciprocal connection to Directgov (see http://www.direct.gov.uk) from corporate website and partnership portal(s)	Green 01/06/2004	Green 01/06/2004
	Comment: The Council's website already links directly to DirectGov. We are committed to expand these links working with DirectGov in the future.	
● Introduction of Digital Interactive TV services (see http://www.digitv.org.uk)	Green 30/04/2005	Green 30/04/2005
	Comment: In 2004 Rossendale Borough Council entered into a funded programme to enable a digital TV site for the Council. A business case was developed in order to assess the costs and benefits for funding this in the future. This is on hold at the moment but will be picked up in the New Year.	
● Establishment of dedicated telephone contact centre(s) services	Amber 28/09/2005	Green 31/03/2006
	Comment: We have implemented a One Stop Shop and are in the midst of implementing an embryonic Telephone Contact Centre through a phased approach.	
● 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 01/12/2004	Green 01/12/2004
	Comment: We have developed local request forms and a dedicated database to capture and track all Freedom of Information requests. Through regular workshops and development of staff and Members, we aim to meet all requests within the specified time period of 20 days. This is also enhanced by corporate documents and information being handled more effectively. We have an online publications scheme on our website.	

Change Management Area	Status at 31/12/2005	Status at 31/03/2006
<ul style="list-style-type: none"> Regularly-maintained link from Local Land & Property Gazetteer (LLPG) to National Land & Property Gazetteer (NLPG) (see http://www.nlpg.org.uk) 	Amber 01/10/2004	Amber 01/10/2004
	<p>Comment:Rossendale are currently looking to appoint a Project Manager who will be responsible for implementing the LLPG and will initially act as the custodian for the council, longer term once the LLPG has been developed we will recruit an LLPG custodian. At present we do not conform to level 1 of the LLPG requirements our target is to have an LLPG by October 2006.</p>	
<ul style="list-style-type: none"> Local Land & Property Gazetteer (LLPG) linked to Customer Relationship Management (CRM) systems 	Amber 28/09/2005	Amber 28/09/2005
	<p>Comment:Rossendale are currently looking to appoint a Project Manager who will be responsible for implementing the LLPG and will initially act as the custodian for the council, longer term once the LLPG has been developed we will recruit an LLPG custodian. At present we do not conform to level 1 of the LLPG requirements our target is to have an LLPG by October 2006.</p>	
<ul style="list-style-type: none"> Connection to National Land Information Service (NLIS) at Level 3 (see http://www.nlis.org.uk) 	Amber 01/11/2004	Green 31/03/2006
	<p>Comment:The Council has connected to NLIS at level 3.</p>	
<ul style="list-style-type: none"> 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) 	Green 31/12/2005	Green 31/12/2005
	<p>Comment:The County Council is responsible for this target. We currently provide a deep link to the appropriate LCC web pages.</p>	

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 IEG5 % e-enabled position at 31 December 2005	Actual				
		01/02 	02/03 	03/04 	04/05 	05/06 
Providing information: ● Total types of interaction e-enabled ● % e-enabled	99 %	● 0 ● 0.00 %	● 13 ● 3.70 %	● 146 ● 41.60 %	● 351 ● 100.00 %	● 351 ● 100.00 %
Collecting revenue: ● Total types of interaction e-enabled ● % e-enabled	96 %	● 0 ● 0.00 %	● 1 ● 50.00 %	● 1 ● 50.00 %	● 1 ● 50.00 %	● 2 ● 100.00 %
Providing benefits & grants: ● Total types of interaction e-enabled ● % e-enabled	92 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 3 ● 100.00 %	● 3 ● 100.00 %
Consultation: ● Total types of interaction e-enabled ● % e-enabled	98 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 19 ● 63.33 %	● 30 ● 100.00 %	● 30 ● 100.00 %
Regulation (such as issuing licenses): ● Total types of interaction e-enabled ● % e-enabled	90 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 36 ● 92.31 %	● 39 ● 100.00 %
Applications for services: ● Total types of interaction e-enabled ● % e-enabled	96 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 3 ● 2.83 %	● 90 ● 84.91 %	● 106 ● 100.00 %
Booking venues, resources & courses: ● Total types of interaction e-enabled ● % e-enabled	88 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 8 ● 100.00 %	● 8 ● 100.00 %
Paying for goods & services: ● Total types of interaction e-enabled ● % e-enabled	91 %	● 0 ● 0.00 %	● 1 ● 3.85 %	● 12 ● 46.15 %	● 24 ● 92.31 %	● 26 ● 100.00 %
Providing access to community, professional or business networks: ● Total types of interaction e-enabled ● % e-enabled	98 %	● 0 ● 0.00 %	● 1 ● 0.85 %	● 14 ● 11.86 %	● 113 ● 95.76 %	● 118 ● 100.00 %
Procurement: ● Total types of interaction e-enabled ● % e-enabled	86 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 2 ● 50.00 %	● 4 ● 100.00 %
Total: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 0 ● 0.00 %	● 16 ● 2.33 %	● 195 ● 28.38 %	● 658 ● 95.78 %	● 687 ● 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. Planning authorities should also complete the Local Service Website line for planning applications. It is important that e-access channel investment and rollout also facilitates accompanying improvements in the corporate management capability required to monitor and collect such statistics. Click on the light bulb icons for industry definitions of page impressions and unique users.

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)	0	550,000	1,659,034	2,000,000	2,800,000
● Unique users, i.e. separate individuals visiting website (annual)	0	396,528	24,444	35,000	48,000
● Number of e-enabled payment transactions accepted via website	0	0	0	2,000	2,000
● Number of change of address notifications accepted via website	0	0	0	1,000	1,500
● Number of planning applications accepted via website (including through the Planning Portal)	0	0	3	40	200
	<p>Comment: A new robust content management system around unique users, page impressions and accessibility was implemented on 22nd September 2005. This enables us to track usage and evaluate customer requirements which will ultimately inform our web development plan. Although e-enabled payments were to be introduced this year with integration into the current financial system, a new financial system has been purchased and is in the process of finishing implementation for January 2006. A add on module called 'web public' will allow customers to securely pay online via our website. This is also due to go live along with the new financial system in April 2006. We have a online change of circumstances form on the website which customers fill in for changes which will affect their benefit claim. This online form is then submitted to us electronically via email. We aim to extend this to a general change of circumstances form which will allow people to submit changes via the website, shared services contact centre and one stop shop (linked to Priority Outcome G25).</p>				
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>					
● Number of e-enabled payment transactions accepted by telephone	0	7,000	6,000	6,000	5,000
● Number of change of address notifications accepted via telephone	0	0	0	0	0
	<p>Comment: We have no method of measuring Change of Address via the telephone at present. We are developing performance measurement statistics currently in order to baseline this figure. Robust measurements</p>				

E-enablement & Main E-Access Channel Take-Up	Actual			Forecast	
	03/04	04/05	05/06	06/07	07/08
	will be introduced during the implementation of the Shared Service Contact Centre CRM system due to go live 2005/2006.				
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>					
• Number of e-enabled payment transactions accepted via personal contact	2,000	1,000	1,000	1,200	1,200
• Number of change of address notifications accepted via personal contact	0	0	0	0	0
	Comment: We have no method of measuring Change of Address via face to face contact at present. We are developing performance measurement statistics currently in order to baseline this figure. Robust measurements will be introduced during the implementation of the Shared Service Contact Centre CRM system due to go live 2005/2006.				
Other Electronic Media <i>(e.g. BACS, text messaging)</i>					
• Number of e-enabled payment transactions accepted via BACS	298,000	322,000	330,000	335,000	340,000
• Number of e-enabled payment transactions accepted via text message or other electronic form	0	0	0	0	0
• Number of change of address notifications accepted via other electronic media	0	0	0	200	1,000
	Comment: e-enabled payment transactions: These figures are made up of 116,000 All Pay (Smart Card) payments; 189,000 Direct Debit; 17,000 BACS payments We are currently investigating TEXT messaging as an alternative access channel for our consultation with our customers. Once established, there is a distinct possibility that this could be widened into address notifications amongst other things.				
Non Electronic <i>(e.g. cash office, post)</i>					
• Number of payments accepted by cheque or other non-electronic form	35,000	27,000	24,000	20,000	15,000
• Number of change of address notifications accepted via non-electronic form	0	0	0	0	0
	Comment: Non-electronic methods of payments are being phased out continuously. We have been successful year on year approach to this, the preferred method of payment being Direct Debit. We have no method of measuring Change of Address via these methods at present. We are developing performance measurement statistics currently in order to baseline this figure. Robust measurements will be introduced during the implementation of the Shared Service Contact Centre CRM system due to go live 2005/2006.				

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	0	0	0	0	0
	Comment:				
• your council's nominal pro rata share of ODPM Local e-Government Partnership Programme capital grant allocated in your area	83,000	300,000	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	0	36,000	374,000	151,000	151,000
	Comment: Capital: New Financial Systems - 174000 (05/06) Revenue: E-Government Team Salaries Shared Service Contact Centre - 50000 annual running costs To attain e- Building Control Service Delivery Standards - 49000 (05/06)				
• other resources (e.g. training) (please specify)	1,000	2,000	2,000	2,000	2,000
	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	0	0	0	140,000	0
	Comment: DWP grant for Document Imaging - deferral				
TOTAL	484,000	688,000	526,000	293,000	153,000

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	Annual gain	...of which cashable	Expected annual gain	...of which cashable	Expected annual gain	...of which cashable
Corporate services, of which:								
• e-recruitment	0	0	0	0	0	0	0	0
	Comment:							
• e-payments	0	0	5,000	5,000	5,000	5,000	5,000	5,000
	Comment: Achieved through the introduction of Allpay cards and the closure of cash offices.							
• corporate services efficiencies not covered above	0	0	6,250	0	25,000	0	25,000	0
	Comment: Savings achieved from process reengineering around the implementation of new financial systems, in particular procure to pay and income recovery.							
e-Procurement, of which:								
• Service specific	0	0	0	0	0	0	0	0
	Comment:							
• Cross-cutting e-procurement efficiencies not covered above	0	0	28,430	28,430	38,840	38,840	38,840	38,840
	Comment: Savings achieved through e auctions and use of the UK procure marketplace through the East Lancashire e-Partnership.							
Productive time, of which:								
• Service specific	0	0	0	0	25,330	0	25,330	0
	Comment: Telephone calls							

	Backward Look (£)				Forward Look (£)			
	04/05		05/06		06/07		07/08	
Efficiency Gains	Annual gain	...of which cashable	Annual gain	...of which cashable	Expected annual gain	...of which cashable	Expected annual gain	...of which cashable
• Cross-cutting productive time efficiencies not covered above	0	0	30,000	0	40,000	0	40,000	0
	Comment: Achievable through homeworking for key staff and the introduction of laptops for elected members							
Transactions	0	0	5,000	5,000	5,000	5,000	5,000	5,000
	Comment: Land Charges - Achieved by the use of electronic data to complete the Highways element of the search process							
Miscellaneous efficiencies not covered above	0	0	7,000	7,000	7,000	7,000	7,000	7,000
	Comment: Committee Servicing - Reductions in printing stationery and courier costs as a result of making committee papers available electronically.							
TOTAL EFFICIENCY GAINS - GROSS	0	0	81,680	45,430	146,170	55,840	146,170	55,840
LESS e-government implementation expenditure	688,000		526,000		293,000		153,000	
	Comment:							
TOTAL EFFICIENCY GAINS - NET	-,688,000		-,444,320		-,146,830		-,6,830	