South
Derbyshire
District Council

OFFICE OF THE
DEPUTY PRIME MINISTER

local e-gov

IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2006 (IEG6)

"Meeting the targets for e-government"

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Local Context

Introduction
For detailed information about South Derbyshire District Council, please look at our Corporate Plans that can be found at **http://www.south-derbys.gov.uk**.
South Derbyshire has made good, effective and sustained progress towards the 2005 e-Government targets.
The internal commitment remained high at all levels, including the Corporate Management Team and Councillors, throughout the IEG programme. The Council aligned the IEG targets with our Corporate Plan 2004-07 and cascaded these targets into the service plans of each directorate. Note: The Council is in the process of developing a new corporate plan.
The Council's Priority Themes in our Corporate Plan are:

1. Caring for the Environment - A clean and tidy South Derbyshire. Reducing and recycling waste. Securing a high quality built and natural environment. Improving the Council's performance in Environmental matters.

e-Government Involvement in achieving priority themes:

- Informing the citizen of recycling initiatives.
- Access to service through the website and A-Z.
- Publishing recycling performance figures as part of the priority service outcomes.
- Allowing citizens to communicate needs for re-cycling and waste collection through multiple channels including Customer First and the Content Management System (CMS).

2. Economic Development - Regenerating the former South Derbyshire Coalfield. Influencing strategic partners in economic development. Developing tourism.

e-Government Involvement in achieving priority themes:

- Setting up Working with Business initiatives via the National Projects.
- Making it easier to do business with the Council through the Financial Management system
- Assisting with developing tourism via the tourism portal through the website.
- Informing businesses and visitors to South Derbyshire via Customer Relationship Management (CRM), website and A-Z.
- E-Payments, Direct Debits and BACS payments all assist in meeting this aim.

3. Crime and Disorder - Reducing crime. Reducing fear of crime. Tackling anti-social behaviour.

e-Government Involvement in achieving priority themes:

- Providing information through CRM, website and A-Z.
- Deep linking to Safer Derbyshire.
- Reducing and removal of abandoned vehicles.

4. Improving Services - Promoting social inclusion. 'Customer First'. Improving performance.

e-Government Involvement in achieving priority themes:

- CRM, Mobile working inititiatives, providing ease of access to all services across multiple channels.
- Managed procedures for dealing with complaints (CRM and web-site).
- New methods of payments across all services.
- A programme of implementing new IT systems has sees the introduction of Agresso (Financial Management System), FLARE (Environmental Health), Orchard (Housing) and PERICLES (Revenues and Benefits), all geared towards improving services.

5. Good quality homes - Quality and affordable homes for all; Meeting needs for local facilities and services.

e-Government Involvement in achieving priority themes:

- Use of CRM, website and A-Z to inform and facilitate access to services through multiple channels.
- Ability to pay rents by multiple channels.
- A new Housing system has been implemented to facilitate these services.

6. Leisure activities - Improving access especially for children and young people.

e-Government Involvement in achieving priority themes:

- Implementation of on-line sports booking facilities as part of Priority Outcomes.
- Information on sports facilities and how to access them via CRM, website and A-Z.

7. Supporting the National Forest - Priority Theme: Marketing the Forest

e-Government Involvement in achieving priority themes:

- Providing information via CRM, website and A-Z through multiple channels.

8. Community Leadership - Working with partners to identify and meet the changing needs and aspirations of our community.
e-Government Involvement in achieving priority themes:
- Involvement with the Derbyshire partnership.
- South Derbyshire is involved with the Local Strategic Partnership.

- E-Forms are to be used to collect information on the wishes of the community.
- E-Democracy will enable Councillors to establish effective 2-way communications with citizens.

Efficiency Gains

The Gershon report and efficiency gains of 2.5 per cent are recognised and e-Government is accepted as a main means of achieving these targets. This Council is committed towards making the most of limited resources and will use e-Government to help transform and gain the efficiency savings by improving the effectiveness and accessibility of services. The Council has appointed a Procurement Manager who, together with Directors and Heads of Service, is over seeing the efficiency procedures.

Partnership Working

Partnership working and collaboration continues to have a strong focus and plays a major part in the delivery of our e-Government programme.
The Council is an active member of the e-Government Derbyshire Partnership Forum. In terms of the e-Government agenda, the aims and objective of this organisation are:
- joined up 2-tier provision of services
- provision of cross-boundary service access
- provision of common access systems
- obtain benefits form economies of scale

The Council continues to lead on the Derbyshire CRM project.

ODPM Involvement

South Derbyshire has continued to closely involve the ODPM in our e-Government plans, being a regular attendee and contributor of e-Government events.

Achievement of targets

The Council has achieved the BVPI 157 target of 100% of services to be e-enabled.
The Council has no Priority Service Outcomes at Red and4 at Amber. Plans are in place to work towards making these Green.
The Priority Outcomes demonstrate that projects have continued to progress, partnership involvement continues to be strong, and plans continue to be effectively delivered.
The Council continues to prove that size is not a barrier to continuous improvement and the delivery of the e-Government programme.
All projects are closely monitored and followed using PRINCE2 project methodologies.

Local Progress

Activity carried out since our IEG5 statement is summarised as follows:
Progression and evolvement of the website, utilising a Content Management System.
A web-focus group to ensure the website content is managed effectively and corporately.
The Council's Land and Property Gazetteer continues to underpin addressing standards throughout the authority.
Mobile working functionality available in Revenues and Benefits and Environmental Health.

The Council's Customer First (CRM) project continues to progress. The customer contact centre and one-stop shop have now been completed and services are in the process of being transferred across to the front office utilising the CRM, Web-site and telephony tools now installed.

Service redesign is underway to make sure potential benefits from the projects is realised. The aim is to change the way we do things to maximise efficiency, effectiveness and responsiveness by using new technology.

South Derbyshire has signed up as part of the Derbyshire partnership has signed up to the memorandum of understanding with Government Connect. The Council is currently engaged with its partners, in the process of assessing the business case for this project.

Customers can request, via our website, to receive bills electronically.

Customers can request a Case Reference number from our CRM system via the website.

Note: In reading section 1 - Priority Outcomes Assessment, we have referred to the Local Government Category List (LGSL). This nationally agreed list, categorising all local government services with a reference number, is referred to where South Derbyshire has a responsibility to provide details of this service. The LGCL along with the *Priority Outcomes: Explanatory Notes for Practitioners* checklist (Strategic Support Unit, IDeA, July 2005) has been used to compile our self-assessment.

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.	Green 01/10/2005	Green 01/10/2005
	Comment: Deep links to Derbyshire County Council, Derby City and bordering County Council websites. Our A-Z, website and Contact Centre are used to direct citizens appropriately.	
R2 Online access to information about educational support services that seek to raise the educational attainment of Looked After Children.	Green 01/10/2005	Green 01/10/2005
	Comment: Deep links to Derbyshire County Council, Derby City and bordering County Council websites. Our A-Z, website and Contact Centre are used to direct citizens appropriately. Link to Derbyshire County Council's CareZone.	
G1 Development of an Admissions Portal and / or e-enabled telephone contact centre to assist parents, carers and children in their choice of, and application to local schools	Green 01/11/2005	Green 01/11/2005
	Comment: Deep links to Derbyshire County Council, Derby City and bordering County Council websites. Our A-Z, website and Contact Centre are used to direct citizens appropriately.	
If already 'green' on R1, R2 & G1 above please comment on E1 Agreed baseline and targets for take-up of online schools admissions service and educational attainment of Looked After Children. Otherwise you may leave this row blank.	**Comment:**	
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 01/07/2005	Green 01/07/2005
	Comment: As part of the Derbyshire Partnership, all Councils in Derbyshire have implemented a standard A-Z solution. This enables a citizen to look at all services offered by Councils in Derbyshire. The Council has implemented a programme to meet all relevant items of the LGCL. The A-Z information is exported, for relevant services, to our CRM (via XML). This ensures the same information is used across service delivery. Information provided to Direct Gov to achieve national perspective.	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
R4 Local authority and youth justice agencies to co-ordinate the secure online sending, sharing of and access to information in support of crime reduction initiatives in partnership with the local community.	Green 31/12/2005	Green 31/12/2005
	Comment: The Council is an active member of the Safer Derbyshire Partnership, with deep links to the www.saferderbyshire.co.uk website. The co-location of Youth Offending, Police, Drugs and Alcohol Team (DAAT) and Derbyshire County Council staff within Safer Derbyshire facilitates the sharing of, and access to information. There is a secure line for police data running into Derbyshire County Council and sensitive information is exchanged through the Safer Derbyshire website. Information sharing agreements are in place and information is exchanged as appropriate. The sharing of information about prolific and priority offenders is managed through a government office toolkit. The Council is in the process of considering the business case as a pilot partnership for Government Connect for the provision of secure emails. LGSL refs 97, 497, 498, 584, 586 applicable to this authority are on our website.	
G2 Empowering and supporting local organisations, community groups and clubs to create and maintain their own information online, including the promotion of job vacancies and events.	Green 01/11/2005	Green 01/11/2005
	Comment: The Council has implemented a service to meet this outcome through Project Beehive, via our website. In addition, the Council is considering using outcomes from the national project ENCORE, functionality from Derbyshire County Council and further development of our CMS. Community events are publicised through our website. LGSL refs 297, 337, 629, 641, 720, 755, applicable to this authority are on our website.	
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 01/07/2005	Green 01/07/2005
	Comment: Access to online reports, minutes and agendas are available on the website. A meeting diary is in place and is updated as necessary. LGSL refs 354, 366, 719 applicable to this authority are on our website.	
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 01/07/2005	Green 01/07/2005
	Comment: Each Councillor has their own webpage. This is either managed by the Councillor or on their behalf. Explanation of two tier system on website. Deep links are in place to the Derbyshire County Council website for any Councillor who is also a County Councillor. LGSL refs 355, 357, 358 applicable to this authority are on our website.	

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Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
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 01/12/2005	Green 01/12/2005
	Comment: Our website is used as a mechanism for consultation e.g. the Local Plan, Corporate Plan, Swadlincote Town Centre Masterplan. Email is used for feedback and further consultation. EForms are utilised to standardise information gathering. The website uses straw polls for 'snap' poll consultation. The Council has the use of SMS texting facilities for allowing citizen's to register for consultations. Future plans are to have an electronic consultations toolkit available from the website allowing citizen participation in strategies and visioning. LGSL refs 128,145, 359,487, 493,653,721,725 applicable to this authority are on our website.	
G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).	Green 01/11/2005	Green 01/11/2005
	Comment: The website has multimedia content e.g. radio interviews and introduction video by the chief executive. The Council has implemented Browse Aloud to allow the site content to be read to the citizen. LGSL ref 145 applicable to this authority 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:** The IEG steering group will look at e-participation. The Council will endeavour to utilise the e-citizen take-up programme.	
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).	Amber 01/07/2005	Green 31/03/2006
	Comment: Application for service delivery is available through our contact centre and website e.g. bulky waste and abandoned vehicles. Complete process managed through CRM. eProcurment of environment related goods and services will be implemented in 2006, as part of overall Council wide eProcurement project. The Council has signed up to Government Connect and plans to utilise this to provide secure messaging. LGSL refs 372, 601, 400, 695, 559, 574, 589, 519, 526, 528, 530, 533, 575, 576, 577, 579, 580, 581, 582, 584, 586, 587, 588, 600, 524, 432 applicable to this authority are on our website.	
R8 Online receipt and processing of planning and building control applications.	Green 01/11/2004	Green 01/11/2004
	Comment: Planning Portal at stage 3. Full on-line submission, receipt and monitoring of planning and development control available. LGSL refs 485,487, 499, 608 applicable to this authority are on our website.	
G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.	Green 31/03/2004	Green 31/03/2004
	Comment: The public can access GIS information through derbyshiremaps.derbyshire.gov.uk. This enables GIS based information to be displayed relevant to postcode. A property display facility has been developed, the Single Property Account, as part of an ODPM sponsored regional pilot project. LGSL refs 485, 487, 499 applicable to this authority are on our website.	

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Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes.	Green 30/11/2005	Green 30/11/2005
	Comment: Deep links to Derbyshire County Council, Derby City and bordering County Council websites. Our A-Z, website and Contact Centre are used to direct citizens appropriately. LGSL refs 401, 402, 791, 434, 697, 710, 787, 788, 789 applicable to this authority are on our website.	
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.	Amber 31/03/2005	Amber 31/03/2005
	Comment: In house system used to conduct searches and allow planning conditions to be applied across directorates. Integrated planning and land charges system has been implemented. Use of PARSOL has been discounted on grounds of non-sustainability matched against the number of licences processed by this Council. Investigating use of secure areas on the Council intranet to allow data sharing. FLARE has been implemented for monitoring anti social behaviour on a case-by-case basis. Investigations are continuing into the use of secure Internet rooms for the secure transfer of data. LGSL refs 388, 390, 391, 393, 394, 395, 499, 487, 720 applicable to this authority are on our website.	
If already 'green' on R7, R8, G5, G6 & G7 above please comment on E4 Agreed baseline and targets for take-up of planning and regulatory services online, including targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank.	**Comment:**	
R9 Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.	Green 31/12/2005	Green 31/12/2005
	Comment: Financial Management System introduced to facilitate paperless invoicing and ordering. Pilot in place, with plans to roll out across Council. ePayments and BACS facilitate paperless payments. eTendering tools are in place, implementation throughout the council will realise some efficiency gains. The Council has signed up to IDeA marketplace as part of the Derbyshire Partnership. The Council has recruited a corporate procurement manager. The Council's Housing system facilitates stock level monitoring and automatic re-ordering and this is in the process of being implemented. LGSL refs 369, 828, 829, 830 applicable to this authority are on our website.	
G8 Establishment of a single business account (i.e. a cross-departmental 'account' run by the local authority whereby businesses are allocated a unique identifier that can be stored and managed via a corporate CRM account facility supporting face-to-face, website and contact centre transactions).	Red 01/09/2005	Amber 01/01/2006
	Comment: The website, A-Z and contact centre will be used to provide businesses with relevant services. Single account is in use on the Council's finance systems but it has yet to be linked into the CRM. No demonstrable case currently exists for SBA but the Council is keeping this under review. The current business case produced, as part of the Derbyshire Partnership, does not suggest taking this further for the present. Our website will be reviewed to incorporate relevant Working with Business content.	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
G9 Regional co-operation on e-procurement between local councils.	Amber 31/03/2005	Green 31/03/2006
	Comment: eProcurement was addressed in conjunction with eTendering by the Derbyshire Partnership. The Partnership authorities have adopted a single eTendering solution. The Council has agreed to work within a Derbyshire Marketplace through the implementation of a single eProcurement solution across the county. LGSL ref 830 applicable to this authority is on our website.	
If already 'green' on R9, G8 & G9 above please comment on E5 Access to virtual e-procurement 'marketplace'.	**Comment:**	
E6 Inclusion of Small and Medium Enterprises (SMEs) in e-procurement programme, in order to promote the advantages of e-procurement to local suppliers and retain economic development benefits within local community.	**Comment:**	
E7 Agreed targets (please specify) for efficiency savings by December 2005, including the % of undisputed invoices paid in 30 days (BVPI 8). Otherwise you may leave these rows blank.	**Comment:**	
R10 Online facilities to be available to allow payments to the council in ways that engender public trust and confidence in local government electronic payment solutions (e.g. email receipting/proof of payment, supply of automatic transaction ID numbers).	Green 01/11/2004	Green 01/11/2004
	Comment: e-Payments can be made via the web site or by telephone touch-tone for services. MOTO (Mail Order/Telephone Order) in place to enable officers to take payments from citizens. Facilities for email receipts and electronic payment receipts in place. All LGSL refs applicable to this authority for e-payments are on our website.	
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 01/11/2005	Green 01/11/2005
	Comment: Ability to check Council Tax and Business Rate balances via the website in place. Authentication via unique reference number. The Council is in the process of evaluating pilot for Government Connect for secure authentication. LGSL refs 56, 57, 58 applicable to this authority are on our website.	
G10 Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	Amber 01/10/2004	Green 31/03/2006
	Comment: Baseline statistics have been collected for previous IEG statements, this will provide a benchmark for future comparisons. Initial reports showed that ePayments was actually costing the Council money (extra £15k pa). Cause identified as payments made by credit cards and a solution to add a surcharge for any payments made over the Internet or touch-tone phone by credit card has been implemented. This now allows efficiency gains to be realised and published.	
G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	Green 31/12/2005	Green 31/12/2005
	Comment: Internal system amended to enable eBilling. Registration for this service will be through our website and contact centre, with confirmation via email and letter to ensure identity. eBills are emailed as a password protected pdf file. LGSL refs 56, 57, 58 applicable to this authority are on our website.	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
If already 'green' on R10, R11, G10 & G11 above please comment on E8 Provision of facilities for making credit or debit card payments via SMS text message for parking fines (mobile phone).	Comment:	
E9 Adoption of smart cards as standard for stored payments (e.g. replacing swipe cards)	Comment:	
E10 Agreed baseline and targets for reductions in unit costs of payment transactions. Otherwise you may leave these rows blank.	Comment:	
R12 Online renewal and reservations of library books and catalogue search facilities.	Green 01/07/2005	Green 01/07/2005
	Comment: Deep links to Derbyshire County Council, Derby City and bordering County Council websites. Our A-Z, website and Contact Centre are used to direct citizens appropriately. Any LGSL refs applicable to this authority are on our website.	
R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations.	Amber 31/03/2005	Amber 31/03/2005
	Comment: Contracted out Supplier informed of requirements. This functionality will be a requirement in future contracts with suppliers. Our current contractor has this Council scheduled to go-live in 2006. LGSL refs 644, 453, 456, 640, 641, 620 applicable to this authority are on our website.	
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 31/03/2005	Green 31/03/2006
	Comment: Integration across existing access channels such as telephony, website and call centres to back office under construction. This Council does not provide Library or Cultural Services and our Leisure Services are outsourced. The contractor is aware of these requirements but no plans are in place for smartcards, other than through any that may be taken forward by the Derbyshire Partnership. Smartcards are unsustainable for a District Council to operate on our own. LGSL ref 456 applicable to this authority is on our website.	
If already 'green' on R12, R13 & G12 above please comment on E11 Agreed baseline and targets for take-up of library, sports & leisure services online, including targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank.	Comment:	
R14 Online facilities to be available to allow the public to inspect local public transport timetables and information via available providing organisation, including links to 'live' systems for interactive journey planning.	Green 01/07/2005	Green 01/07/2005
	Comment: Deep links to Derbyshire County Council, Derby City and bordering County Council websites. Our A-Z, website and Contact Centre are used to direct citizens appropriately. Deep links to other websites concerning public transport information (including interactive journey planning, timetables and service performance) are in place e.g. www.transportdirect.info. LGSL ref 493 applicable to this authority is on our website.	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
R15 Online public e-consultation facilities for new proposals on traffic management (e.g. controlled parking zones (CPZs), traffic calming schemes), including publication of consultation survey results.	Green 30/11/2005	Green 30/11/2005
	Comment: Deep links to Derbyshire County Council, Derby City and bordering County Council websites. Our A-Z, website and Contact Centre are used to direct citizens appropriately. LGSL ref 493 applicable to this authority is on our website.	
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 01/04/2004	Green 01/04/2004
	Comment: Not applicable. There are no restricted council controlled parking areas in South Derbyshire. Information on parking facilities within the District are on the website.	
G14 GIS-based presentation of information on roadworks in the local area, including contact details and updated daily.	Green 01/08/2004	Green 01/08/2004
	Comment: Deep link provided to the regional East Midlands Partnership Regional e-Government Spatial System (EMPReSS) to show all works by statutory undertakers. See www.empress.gov.uk.	
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:** This will form part of our Customer First project.	
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 31/03/2005	Green 31/03/2006
	Comment: Enquiries are currently dealt with at single point of telephone contact through to back office. Moving of enquiries across to our CRM system scheduled to start in 2006. Authentication will potentially be provided via Government Connect. LGSL refs 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73 and 726 fully implemented via the Council's website.	
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 01/10/2005	Green 01/10/2005
	Comment: The Council has a 'quick' assessment tool in place on the website. A solution to provide in-depth self-mediated/mediated service to apply for Housing and Council Tax Benefits on-line or over the telephone has been implemented. Citizens may now apply and complete forms for benefits via the website. LGSL refs 63 & 69 implemented via the Council's web-site.	
G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens homes.	Green 01/10/2005	Green 01/10/2005
	Comment: A solution has been implemented using BECs on-line calculator. This uses benefits calculator (from R17) to populate application forms, which can be completed via multi-access channels including web site and home visits using mobile working. Benefits officers have been equipped with mobile tablet PCs and printers to allow claims processing from within the home for disadvantaged citizens. The council utilises the services of the BBC Radio Bus to provide mobile internet access for citizens with benefits officers on-board. LGSL refs 62,63,64,65,66, 67,68,69,70,71,72 applicable to this authority are on our website.	
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:**	

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Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
E14 Pre-qualification of Council Tax and Housing Benefit claimants for other eligible entitlements (e.g. school uniform grants, free school meals), including pre-filling of relevant claim forms. Otherwise you may leave these rows blank.	Comment:	
R18 Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.	Green 31/12/2005	Green 31/12/2005
	Comment: Deep links to Derbyshire County Council, Derby City and bordering County Council websites. Our A-Z, website and Contact Centre are used to direct citizens appropriately. Links covering LGSL refs 209 and 190 available through the Council's website.	
R19 Remote web access or mediated access via telephone (including outside of standard working hours availability) for authorised officers to information about individual 'care packages', including payments, requests for service and review dates.	Green 31/12/2005	Green 31/12/2005
	Comment: Deep links to Derbyshire County Council, Derby City and bordering County Council websites. Our A-Z, website and Contact Centre are used to direct citizens appropriately. LGSL refs 209, 190, 287, 178, 242, 315, 316, and 312 are avaialble from the Council's website.	
G16 Systems to support joined-up working on children at risk across multiple agencies.	Amber 31/03/2005	Green 31/03/2006
	Comment: The county council provides this service, South Derbyshire District Council has deep links to services from Derbyshire County Council, Derby City and bordering County Council websites (including Derbyshire Connexions). Our A-Z, website and Contact Centre are used to direct citizens appropriately. Information sharing agreements in place. Anti social behaviour case-monitoring software is in place. The Council has signed up to Government Connect.	
G17 Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.	Amber 31/03/2005	Green 31/03/2006
	Comment: Deep links to Derbyshire County Council, Derby City and bordering County Council websites (including Derbyshire Connexions). Our A-Z, website and Contact Centre are used to direct citizens appropriately. The Council is implementing a cross-departmental process to allow one department to perform housing and benefits needs assessments by the use of mobile tablets. LGSL ref 731, 266 applicable to this authority are on our website.	
If already 'green' on R18, R19, G16 & G17 above please comment on: E15 Agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVPI 57). Otherwise you may leave this row blank.	Comment:	
R20 Email and Internet access provided for all Members and staff that establish a need for it.	Green 31/03/2005	Green 31/03/2005
	Comment: Email and internet access facilitated for staff. Member laptop and broadband access implemented. Email and internet access policy implemented.	

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Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff.	Green 01/10/2004	Green 01/10/2004
	Comment: Home working policy agreed and released. Published on intranet. ICT support provided when required.	
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.	Green 01/07/2004	Green 01/07/2004
	Comment: Infrastructure in place for home/remote working. Home working open to employees who satisfy the relevant criteria. Pilot in progress to rollout mobile working for departments. Home/Remote working for members via laptop and broadband. Home/Remote working for officers via their own computers and mobile devices.	
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 01/07/2005	Green 01/07/2005
	Comment: eLearning provided via dedicated 'learning points'. Relevant training targeted towards ECDL qualification, ECDL training is on offer to all staff and members who request it. Training policy implemented and published on the Council's intranet. Training programmes are well-established (linked into Personal Development Reviews).	
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: Defined through the business case for each project.	
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 01/07/2005	Green 01/07/2005
	Comment: The web site and A-Z solutions provide 24/7 access to services. Option for self-service functionality through the website utilising eForms and linking directly into our CRM solution. Plans to extend the opening hours of the contact centre by further utilising the current out of hours contact number.	
R24 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.	Green 01/07/2005	Green 01/07/2005
	Comment: A partnership of 4 councils, of which South Derbyshire is a lead member, has launched websites based on agreed standard templates and fully facilitated by a CMS. All business units have been trained in the use of the CMS and now manage their own content. A web editor has been appointed to ensure a consistent approach is maintained and provide user training. Content ownership and editing procedures in place.	
G19 Adoption of ISO 15489 methodology for Electronic Document Records Management (ERDM) and identification of areas where current records management policies, procedures and systems need improvement to meet the requirements of Freedom of Information (FOI) and Data Protection legislation (see www.pro.gov.uk/about/foi/map-local.rtf).	Amber 31/03/2005	Amber 31/03/2005
	Comment: The Council is working towards the adoption of ISO15489 in appropriate areas of the organisation. Record Management policy to be reviewed. Document Image Processing solution to be expanded. FOI and Data Protection requests will be monitored through the contact centre, with divisions producing required information.	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
G20 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI).	Amber 31/03/2005	Green 31/03/2006
	Comment: The CMS project included a review of web site content and layout, this includes conformance for W3C and accessibility. A web editor has been appointed to ensure compliance, including ongoing procedures, and introduce a style guide. Procedures in place to ensure AA and W3C compliance. The council uses the Bobby validation tool to validate and assess web pages before they are published. Our accessibility statement has been published on the site.	
G21 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk).	Amber 31/03/2005	Green 31/03/2006
	Comment: e-Gif and e-GMS incorporated into all systems being sourced. Programme in place to make all systems accessible via browser based interfaces. XML is a required element of any new systems purchased for data integration. Internet and WWW standards in use. Metadata in use as a standard for all web pages accessible in the Council's website.	
If already 'green' on R23, R24, G19, G20 & G21 above please comment on E17 Agreed baseline and targets for efficiency savings based around improved accessibility of services and information. Otherwise you may leave this row blank.	Comment:	
R25 Online publication of Internet service standards, including past performance and commitments on service availability.	Green 01/12/2005	Green 01/12/2005
	Comment: Web server monitoring mechanism now in place. Availability information published via Website Statistics on the homepage. Commitment to availability published under Website Statistics on homepage.	
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: Website traffic monitoring in place and published on the Council's website demonstrating an upward trend of usage. Statistics are being collected using available tools and through CRM. Statistics published on website.	
G22 Establishment of internal targets and measures for customer take-up of e-enabled access channels.	Amber 31/03/2005	Green 31/03/2006
	Comment: Government targets (BVPI 157 and Priority Service Outcomes) and website content have been included in our Corporate Plan and are being cascaded into each directorate's service plans. Internal targets to encourage use of new access channels are in the process of being set-up.	
G23 Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk).	Green 01/12/2005	Green 01/12/2005
	Comment: The Council's web editor has ensured adoption of the LAWS usability guidelines. The guidelines have been followed in the Council's Corporate web style guide.	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
If already 'green' on R25, R26, G22 & G23 above please comment on E18 Agreed baseline and take-up targets for migration of local authority business to e-access channels (e.g. web, telephone contact centres, Interactive Digital TV, mobile telephone) by 2005/06, including efficiency savings. Otherwise you may leave this row blank.	Comment:	
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 31/03/2005	Green 31/03/2006
	Comment: The Council's CRM system facilitates the necessary joined up approach for a Customer database. Project plan for CRM roll out across the Council is progressing. The overall target of 80% of enquiries to be resolved at the first point of contact remains firmly embedded within the Council's plans. The CRM utilises the Local Land and Property Gazetteer for address information and holds the council's customer database. The website and A-Z are used as a single information source to make sure standard responses are given. Other standard data sources used are EMPReSS, e-Benefits and Derbyshire Maps. Management information derived from the CRM is utilised.	
R28 All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.	Amber 31/01/2005	Green 01/03/2006
	Comment: All communication can be logged in CRM. If a Customer requires a specific reference number for a service the next case number from our CRM system can be given. Alternatively, the Council's CMS provides automatic references and acknowledgements for all other forms and emails. Our contact centre then processes the request. Citizen's can trace queries raised using the internal reference number raised.	
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: Procedures already in place for letter logging. The contact centre (via CRM) will enable email enquiries to be tracked and logged. This will be done for generic email addresses and done on a phased basis linking up with the CRM project roll out. Corporate policies need amending to document and enforce these targets. Any email enquiries generated via the website will be answered within the 24-hour working day specified.	
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 31/03/2005	Green 31/03/2006
	Comment: Business processes have been/are being reviewed through the CRM, including workflow. Corporate addressing standards implemented that require a single point of address notification for all interested systems and parties. The council has appointed a business analyst. Back Office integration to Flare in place (enquiry, update and deletion).	
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.	Amber 31/03/2005	Green 31/03/2006
	Comment: System to control all addresses corporately implemented. Comprehensive LLPG (Local Land and Property Gazetteer) that is updated weekly to the central NLPG (National Land and Property Gazetteer). The contact centre will be used to manage the change of address process, making sure the central LLPG is updated as it is the main information source.	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
If already 'green' on R27, R28, R29, G24 & G25 above please comment on E19 Agreed baseline and improvement targets for the percentage of public enquiries about council services resolved at first point of contact and efficiency savings resulting from investment in customer relationship management and workflow technology. Otherwise you may leave this row blank.	Comment:	

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
• Appointment of people to the following key local e-government functions in your Council (see http://www.idea-knowledge.gov.uk/idk/aio//206757):		
i) Member & officer e-champions	Green 01/04/2002	Green 01/04/2002
	Comment:Member e-Champion (for IT & Customer Services). Chief Executive is the Officer e-Champion.	
ii) e-government programme manager	Green 01/10/2002	Green 01/10/2002
	Comment:Head of IT & Customer Services. e-Government and IT Strategy Manager.	
iii) customer services management	Green 01/09/2003	Green 01/09/2003
	Comment:Head of IT & Customer Services. Customer Services Manager. Business Analyst (on fixed 2 year contract). Web editor (on fixed 2 year contract).	
• 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 31/12/2005	Green 31/12/2005
	Comment:Training incorporated into project plan and roll out for all e-Government projects e.g. CRM, Housing system and Member Laptops. All officers have Personal Development Reviews that focus on competency development and training requirements. Ongoing training programme required.	
• Establishment of an e-delivery programme board	Green 31/03/2004	Green 31/03/2004
	Comment:The e-Government programme is led by the Head of IT and Customer Services with support from the IT & e-Government Strategy Manager. Regular IEG review meetings held with the member and officer e-champions. IEG steering group made up of heads of service and divisional officers. Any IEG spend is authorised via the Finance and Management committee. Programme boards appointed for all major projects. This will continue after 31st of March 2006.	
• Use of formalised programme & project management methodologies (e.g. PRINCE2, MSP) to support e-delivery programme	Amber 01/01/2004	Green 31/03/2006
	Comment:Officers in the e-Government programme have a wide experience of project management. Several officers have been trained up in PRINCE2 methodologies and these have been applied where needed. A further, more extensive programme to raise awareness of the fundamentals of PRINCE2 has been rolled out during 2005. Microsoft Project used as required.	

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Change Management Area	Status at 31/12/2005	Status at 31/03/2006
• Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures	Amber 31/03/2005	Green 31/03/2006
	Comment:Risk assessment carried out on each e-Government project. Risks reviewed on an ongoing basis. Key risks have been highlighted in divisional service plans, which are linked into the corporate plan.	
• Use of customer consultation/research to inform development of corporate e-government strategy	Amber 01/04/2003	Green 31/03/2006
	Comment:The IEG strategy has been developed via direct citizen consultation (e.g. detailed survey at start of IEG process, other surveys, CRM services), benchmarking against other similar councils, seminars and presentations. Attendance at regional and national events. Utilisation of National Projects as appropriate. Linked into Customer Services and ICT strategies. Mystery shopping exercise being carried out as part of the Derbyshire Patnership.	
• Establishment of policy for addressing social inclusion within corporate e-government strategy	Green 31/12/2005	Green 31/12/2005
	Comment:One of the key aims of our Corporate Plan addresses social inclusion. The Customer First project (incorporates CRM project) is targeted to cover social inclusion. Examining the e-Citizen national project. The website (including access via libraries), kiosks and mobile working solution are planned to ensure that all citizens have access to council services.	
• 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)	Amber 01/04/2005	Green 31/03/2006
	Comment:Mobile working used to ensure that disadvantaged citizens are able to request a visit by officers to assist in assessments for benefits and housing grants. Plans to publicise a list of contact points where our services can be accessed electronically e.g. kiosks. The council has been engaging with the citizens of South Derbyshire (including rural areas) using the BBC Radio Derby Bus, which provides mobile internet access for citizens. Trained officers have been on hand to assist as required.	
• 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 01/10/2003	Green 01/10/2003
	Comment:The Head of IT & Customer Services is the Freedom of Information Officer/Corporate Governance Officer.	
• Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework (see http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf & http://www.govtalk.gov.uk/documents/eTrustguidegovtalk. rtf) and designation of an Information Sharing Officer	Green 31/12/2004	Green 31/12/2004
	Comment:Public services trust charter currently in progress, expected to be available on the web-site for end 2004. Active member of the Derbyshire Information Access Group. The Council is involved with and has a data sharing agreement with Derbyshire Police.	
• Establishment of partnerships for the joint (aggregated) procurement of broadband services	Green 31/12/2005	Green 31/12/2005
	Comment:Part of the Derbyshire Partnership in the joint procurement of broadband services. Look at utilising www.adit.gov.uk to provide broadband services at an affordable level e.g. for Members and Officers.	

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Change Management Area	Status at 31/12/2005	Status at 31/03/2006
• 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_poli cy_document.pdf & http://www.govconnect.gov.uk/ccm/portal)	Green 31/12/2005	Green 31/12/2005
	Comment:CAB has been engaged at a local and county level, subsequently they have agreed to assist as agents for supply of services e.g. benefits entitlements. Agents being used to rollout pay-point.	
• Compliance with BS 7799 on information security management	Green 31/12/2005	Green 31/12/2005
	Comment:Consistently worked towards the aims of BS7799. Officers trained in information security management.	
• Implementation of Benefits Realisation Plan for delivery of local e-government programme strategic objectives	Amber 01/04/2005	Green 31/03/2006
	Comment:No formal benefits realisation plan in place. However each e-Government project requires a defined business case to achieve funding, this includes recognised benefits so ensuring buy-in. The Council assesses return on investment and highlights efficiency gains. Divisions incorporate efficiency gain objectives into their service plans.	
• Completion of mapping of Local Government Services List transactions against approved security levels (0-3) (see http://www.esd.org.uk/standards/lgsl/lgsl.doc & http://www.authentication.org.uk/levels.asp & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00 /22/40/04002240.doc)	Green 31/12/2005	Green 31/12/2005
	Comment:Aware of the security categorisation and levels and will bear these in-mind throughout the implementation of BVPI 157 services. The council has signed up to Government Connect.	
• 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 31/03/2005	Green 31/03/2006
	Comment:The council has signed up to Government Connect.	
• 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 31/03/2005	Green 31/03/2006
	Comment:The council has signed up to Government Connect.	
• Use of Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) to support:		
i) personalisation & registration for services categorised at security levels '0' and '1' through the citizen account	Green 31/12/2005	Green 31/12/2005
	Comment:The council has signed up to Government Connect. Any authentication scheme adopted will follow the standard security levels. Implementation dates are subject to Government Connect progress.	
ii) adoption of Unique IDentifiers (UIDs) and associated standards, as designated in Government Connect	Amber 01/10/2005	Green 31/03/2006
	Comment:The council has signed up to Government Connect.	
iii) the bereavement journey & closing of accounts (see http://www.cabinetoffice.gov.uk/regulation/pst/proje cts/mad/bereave.asp)	Amber 01/10/2005	Green 31/03/2006
	Comment:The council has signed up to Government Connect.	

Change Management Area	Status at 31/12/2005	Status at 31/03/2006
iv) citizen & business authentication for services for services categorised at security levels 0-3	Amber 01/10/2005	Green 31/03/2006
	Comment:The council has signed up to Government Connect. Any authentication scheme adopted will follow the standard security levels. Implementation dates are subject to Government Connect progress.	
v) registration & authentication of employees for internal and cross-agency services	Amber 01/10/2005	Green 31/03/2006
	Comment:The council has signed up to Government Connect.	
vi) corporate approach to collection of e-payments	Amber 01/10/2005	Green 31/03/2006
	Comment:A corporate solution to e-Payments has been adopted. Training of Officers arranged corporately. It does not make economic sense to adopt the e-Payments facilities offered by the Government Gateway at this stage. The council has signed up to Government Connect and is evaluating the project with partners.	
vii) cross agency secure transactions (Government to Government)	Amber 01/10/2005	Green 31/03/2006
	Comment:Authentication and the Government Gateway are currently under investigation as part of a Derbyshire Partnership project. Awaiting outcomes of the project. Any authentication scheme adopted will follow the standard security levels.	
viii) account structures for citizens, businesses, property, voluntary & community bodies, schools and parishes	Amber 01/10/2005	Green 31/03/2006
	Comment:The council has signed up to Government Connect.	
ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local Area Agreements (where in place)	Amber 01/10/2005	Green 31/03/2006
	Comment:The council has signed up to Government Connect.	
x) GC Register (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Amber 01/10/2005	Green 31/03/2006
	Comment:The council has signed up to Government Connect.	
xi) GC Exchange (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Amber 01/10/2005	Green 31/03/2006
	Comment:The council has signed up to Government Connect.	
• Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) back office connection in place (Department Interface Server)	Green 31/12/2005	Green 31/12/2005
	Comment:The council has signed up to Government Connect.	
• 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.localegov.gov.uk/localdirectgov/ieg5)	Amber 01/11/2005	Green 10/03/2006
	Comment:URL lists have been completed and submitted to Local DirectGov. All services provided by the Council have been delivered in accordance with set targets defined by DirectGov team.	
• Reciprocal connection to Directgov (see http://www.direct.gov.uk) from corporate website and partnership portal(s)	Green 01/07/2005	Green 01/07/2005
	Comment:Links to DirectGov are in place from our website and via the Derbyshire Partnership Portal.	

Change Management Area	Status at 31/12/2005	Status at 31/03/2006
• Introduction of Digital Interactive TV services (see http://www.digitv.org.uk)	Red 09/09/9999	Red 09/09/9999
	Comment: At present there are no plans to address this initiative. Any future plans for digital TV would have to be taken in partnership in order to be viable.	
• Establishment of dedicated telephone contact centre(s) services	Amber 01/09/2005	Green 31/01/2006
	Comment: The Customer First project has involved the creation of a dedicated contact centre and one-stop shop. This was completed at the end of December 2005. The contact centre is the major driver in the Councils plans to build on our current excellent service.	
• 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/defaul t.htm)	Green 31/12/2004	Green 31/12/2004
	Comment: Our FOI Publication Scheme was implemented in 2003, revised in November 2004, and is at www.south-derbys.gov.uk/CorporatePlans. Procedures in place to deal with FOI requests via the contact centre from 1st January 2005. FOI requests received placed on website. Records management controlled by Service Heads.	
• Regularly-maintained link from Local Land & Property Gazetteer (LLPG) to National Land & Property Gazetteer (NLPG) (see http://www.nlpg.org.uk)	Green 31/03/2004	Green 31/03/2004
	Comment: Fully compliant BS7666 LLPG in place. Regularly maintained and transmitted to the NLPG hub weekly. Officers in place to maintain the LLPG and NLPG.	
• Local Land & Property Gazetteer (LLPG) linked to Customer Relationship Management (CRM) systems	Green 01/04/2005	Green 01/04/2005
	Comment: The council's LLPG has been used to populate our CRM system, this is updated on a weekly basis.	
• Connection to National Land Information Service (NLIS) at Level 3 (see http://www.nlis.org.uk)	Green 31/12/2005	Green 31/12/2005
	Comment: The Council is committed towards achieving NLIS level 3. Problems have been experienced with the supplier and lack of formal procedures for maintaining this from the hub. NLIS level 3 installation is complete. A procedure is being set up between the Council and the County Council to facilitate data sharing.	
• 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)	Red 31/03/2005	Green 31/03/2006
	Comment: Investigation as a part of the Derbyshire Partnership. Deep links to appropriate web sites. The A-Z and contact centre will be used to direct appropriate people to these services.	

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 %	• 8 • 2.56 %	• 122 • 38.98 %	• 122 • 38.98 %	• 231 • 73.80 %	• 313 • 100.00 %
Collecting revenue: • Total types of interaction e-enabled • % e-enabled	96 %	• 0 • 0.00 %	• 4 • 57.14 %	• 4 • 57.14 %	• 5 • 71.43 %	• 7 • 100.00 %
Providing benefits & grants: • Total types of interaction e-enabled • % e-enabled	92 %	• 0 • 0.00 %	• 5 • 20.00 %	• 12 • 48.00 %	• 25 • 100.00 %	• 25 • 100.00 %
Consultation: • Total types of interaction e-enabled • % e-enabled	98 %	• 0 • 0.00 %	• 10 • 29.41 %	• 11 • 32.35 %	• 25 • 73.53 %	• 34 • 100.00 %
Regulation (such as issuing licenses): • Total types of interaction e-enabled • % e-enabled	90 %	• 0 • 0.00 %	• 6 • 10.91 %	• 30 • 54.55 %	• 38 • 69.09 %	• 55 • 100.00 %
Applications for services: • Total types of interaction e-enabled • % e-enabled	96 %	• 0 • 0.00 %	• 30 • 19.23 %	• 80 • 51.28 %	• 110 • 70.51 %	• 156 • 100.00 %
Booking venues, resources & courses: • Total types of interaction e-enabled • % e-enabled	88 %	• 0 • 0.00 %	• 0 • 0.00 %	• 3 • 37.50 %	• 8 • 100.00 %	• 8 • 100.00 %
Paying for goods & services: • Total types of interaction e-enabled • % e-enabled	91 %	• 0 • 0.00 %	• 0 • 0.00 %	• 1 • 1.69 %	• 51 • 86.44 %	• 59 • 100.00 %
Providing access to community, professional or business networks: • Total types of interaction e-enabled • % e-enabled	98 %	• 1 • 2.38 %	• 1 • 2.38 %	• 20 • 47.62 %	• 40 • 95.24 %	• 42 • 100.00 %
Procurement: • Total types of interaction e-enabled • % e-enabled	86 %	• 0 • 0.00 %	• 0 • 0.00 %	• 1 • 20.00 %	• 4 • 80.00 %	• 5 • 100.00 %
Total: • **Total types of interaction e-enabled** • **% e-enabled**	97 %	• 9 • 1.28 %	• 178 • 25.28 %	• 284 • 40.34 %	• 537 • 76.28 %	• 704 • 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.

	Actual			Forecast	
E-enablement & Main E-Access Channel Take-Up	03/04	04/05	05/06	06/07	07/08
Local Service Websites					
• Page impressions (annual)	1,696,500	3,720,000	1,123,188	2,246,376	3,369,564
• Unique users, i.e. separate individuals visiting website (annual)	63,000	145,000	204,003	244,803	293,764
• Number of e-enabled payment transactions accepted via website	918	1,836	2,067	3,442	4,303
• Number of change of address notifications accepted via website	200	600	750	937	1,171
• Number of planning applications accepted via website (including through the Planning Portal)	0	0	20	40	80
	Comment: Website (and CMS) continue to be developed. Website has moved to content plus. Planning applications accepted via the Planning Portal and usage is slowly rising. Figures based on an annual proportion of the total being converted to website applications. New web-site launched in 2005 with more accurate statistical recording as part of the CMS and this reflects the dip in figures for the followng year.				
Telephone (i.e. telephone interactions where officers can access electronic information and/or update records on-line there and then, including interactions in contact centres)					
• Number of e-enabled payment transactions accepted by telephone	1,255	1,568	9,090	10,320	12,384
• Number of change of address notifications accepted via telephone	0	2,000	2,200	2,420	2,662
	Comment: Payments by touch-tone telephone were implemented in 2004 with no publicity apart from on the back of bills. Figures for e-enabled telephone payments include MOTO and Touch Tone telephone payments. Change of Address notifications estimated only at this stage.				
Face To Face (i.e. front-line operations where officers can access electronic information and/or update records on-line there and then, including interactions at reception desks, One Stop Shops & home visits)					
• Number of e-enabled payment transactions accepted via personal contact	56,928	51,235	40,988	28,691	17,214

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	Actual			Forecast	
E-enablement & Main E-Access Channel Take-Up	03/04	04/05	05/06	06/07	07/08
• Number of change of address notifications accepted via personal contact	0	20	20	20	20
	Comment: Changes of Address Notifications figures are unavailable. Best estimate figures given. An overall Change of Address Notifications process has been implemented. This has enabled the Council to start with formal collection and monitoring of statistics.				
Other Electronic Media *(e.g. BACS, text messaging)*					
• Number of e-enabled payment transactions accepted via BACS	225,468	248,014	238,930	262,823	289,105
• Number of e-enabled payment transactions accepted via text message or other electronic form	0	1,450	1,600	2,400	3,600
• Number of change of address notifications accepted via other electronic media	0	0	121	242	484
	Comment: An overall Change of Address Notifications process has been implemented. This will lead to a more citizen effective service as changes will only have to be informed to the contact centre and then the information will be fed through the Council.				
Non Electronic *(e.g. cash office, post)*					
• Number of payments accepted by cheque or other non-electronic form	69,000	62,100	51,140	44,750	38,480
• Number of change of address notifications accepted via non-electronic form	0	1,100	990	891	801
	Comment: Change of Address notifications have been reduced by 10% year on year to allow for new contact streams to be used.				

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):

	Backward Look (£)			Forward Look (£)	
Programme Resource	01/02 to 03/04	04/05	05/06	06/07	07/08
• IEG capital grant	400,000	350,000	150,000		
	Comment:The council will meet its obligations to have invested the grant by 31/03/06				
• ODPM Local e-Government Support & Capacity Programme capital grant	0	0	267,000	0	0
	Comment:An additional grant for 05/06 has been awarded from ODPM to assist the Council. This funding covers the following areas: 1. Revenues and Benefits 2. CMS & Web-Site 3. Mobile Working - Revenues and Environmental Health 4. Customer First - Revised Reception area.				
• your council's nominal pro rata share of ODPM Local e-Government Partnership Programme capital grant allocated in your area	194,878	0	0	0	0
	Comment:Allocation of £2 million LGOL partnership grant. Note: £50,000 for 04/05 and 05/06 moved to resources being applied from internal revenue and capital budgets to implement e-Government.				
• 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	229,000	204,000	191,000	37,000	37,000
	Comment:Derbyshire Partnership funding. Anticipated return of investment towards local projects e.g. CRM, A-Z. A mix of revenue and capital resources that have been set aside to upgrade core systems e.g. Web Editor, Business Analyst				
• other resources (e.g. training) (please specify)	0	2,000	0	0	0
	Comment:				
• ODPM e-Innovations Fund capital grant	0	0	0	0	0
	Comment:				
• financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB), EU funding	212,000	19,000	20,000	0	0
	Comment:				
TOTAL	1,035,878	575,000	628,000	37,000	37,000

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.

Efficiency Gains	Backward Look (£)				Forward Look (£)			
	04/05		05/06		06/07		07/08	
	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	2,101	2,101	4,201	4,201	6,302	6,302	8,402	8,402
Comment: On-line completion of job applications has now been made available. These assessments are based on the use of the Council's section of Jobs Go Public. The Derbyshire Partnership has approved procurement of an overall solution for Derbyshire and has invited partners to participate in a joined-up approach.								
• e-payments	183	183	275	275	344	344	430	430
Comment: E-payments have been fully implemented. Initial reports showed that ePayments was actually costing the Council money (extra £15k pa). Cause identified as payments made by credit cards and a solution to add a surcharge for any payments made over the Internet or touch-tone phone by credit card has been implemented. This now allows efficiency gains to be realised.								
• corporate services efficiencies not covered above	500	500	1,000	1,000	105,100	53,900	105,100	53,900
Comment: Strategy: Use of the new Financial Management System, Customer First Service and the Council's web site. Key actions: Streamline information required for the budget monitoring process; this will save time in producing reports. Continue to integrate departmental customer services into Customer First to reduce duplication and increase accessibility to services. Availability of web site to download forms and make payments, thus reducing more expensive and time consuming forms of communication in these areas with the Council.								
e-Procurement, of which:								
• Service specific	0	0	75,000	75,000	40,000	40,000	40,000	40,000
Comment: Implement E-procurement to save transaction costs and processing time. Procurement plans are now well advanced. Procurement officer in place. e-Procurement infrastructure installed and e-invoicing being rolled out. e-Procurement sub-project is now under way. Derbyshire Partnership e-Marketplace subscribed to.								

Efficiency Gains	Backward Look (£)				Forward Look (£)			
	04/05		05/06		06/07		07/08	
	Annual gain	...of which cashable	Annual gain	...of which cashable	Expected annual gain	...of which cashable	Expected annual gain	...of which cashable
• Cross-cutting e-procurement efficiencies not covered above	0	0	0	0	40,000	40,000	40,000	40,000
Comment: See above.								
Productive time, of which:								
• Service specific	0	0	148,000	148,000	10,000	10,000	10,000	10,000
Comment: Anticipated efficiency gains made between 2005-2008 will be developed in conjunction with the projects formulated in the Council's Forward Look Annual Efficiency Statement. As these AES projects have only recently been launched, any figures quoted here are based on rough estimates only. These figure will be aligned clearly with the AES as the individual projects develop.								
• Cross-cutting productive time efficiencies not covered above	0	0	10,000	10,000	10,000	10,000	10,000	10,000
Comment: Anticipated efficiency gains made between 2005-2008 will be developed in conjunction with the projects formulated in the Council's Forward Look Annual Efficiency Statement. As these AES projects have only recently been launched, any figures quoted here are based on rough estimates only. These figure will be aligned clearly with the AES as the individual projects develop.								
Transactions	0	0	10,000	10,000	12,000	12,000	2,000	2,000
Comment: Strategy: To introduce paperless direct debits. Key actions: Infrastructure now in place. This will allow direct debits to be set up over the telephone or electronically and cut out manual forms and streamline the overall process with a consequent increase in productive time. It is also expected that this will increase the take-up of direct debit.								
Miscellaneous efficiencies not covered above	18,500	18,500	20,000	20,000	44,500	44,500	44,500	4,500
Comment: Strategy: To dispose of surplus assets and to review resources required to deliver new responsibilities and meet changing priorities as identified in the Council's Corporate and Medium Term Financial Plans (MTFP). Key actions: The MTFP sets a target of achieving at least £100,000 per year from sales of surplus assets. At a market rate of 4.5% this will generate a cash equivalent efficiency of £4,500. In addition, the MTFP identifies additional resources that are required to meet new responsibilities and changing priorities following consultation on the Council's Coprorate Plan. Efficiency reviews are to be undertaken so that some of these new demands can be accommodated.								
TOTAL EFFICIENCY GAINS - GROSS	21,284	21,284	268,476	268,476	268,246	167,046	270,432	169,232

	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
LESS e-government implementation expenditure	575,000		628,000		37,000		37,000	
Comment: The council jas taken a deliberately prudent approach in reporting efficiency gains for 2006/07 and anticipates greater savings for 2007/08 and subsequent years as systems come on-stream. In nearly all cases, the infrastrucutre to enable gains to be made are in place and the council is now working towards fully utilising those systems to realise gains.								
TOTAL EFFICIENCY GAINS - NET	-553,716		-359,524		231,246		233,432	

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