



OFFICE OF THE
DEPUTY PRIME MINISTER



**North York Moors
National Park**

*Celebrating more than 50 years
of being a National Park*

IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2003 (IEG3)



local e-gov

IMPLEMENTING ELECTRONIC GOVERNMENT RETURNS 2003 (IEG3)

PROFORMA CONTENT

1. Priority Services

In no more than 1,000 words, please give a summary of how e-government will improve services and outcomes for citizens in your authority in terms of the seven shared priorities for local government¹ and any additional local priorities, i.e.

- Raising standards across our schools
- Improving the quality of life of children, young people, families at risk and older people
- Promoting healthier communities by targeting key local services, such as health and housing
- Creating safer and stronger communities
- Transforming our local environment
- Meeting transport needs more effectively
- Promoting the economic vitality of localities

The North York Moors National Park Authority (NYMNP) is working to improve services and outcomes for citizens by enabling fundamental step changes in the way that it operates. The programme of projects set out in IEG2 <http://moors.uk.net/uploads/publication/200.pdf> is starting to deliver an improved infrastructure to facilitate these step changes as well as encouraging NYMNP to investigate new ways of working. The cultural change necessary to transform the way the Authority works is now underway. The Authority remains committed to achieving the target of 100% of transactions made e-deliverable by December 2005 and is confident of doing so.

Many of these changes will be initiated through joint working with other national parks and local authority's to *achieve best value* and contributing towards the priorities for local government in the following ways.

In relation to the NPA's second statutory purpose, "to promote opportunities for the understanding and enjoyment of the special qualities [of the Park] by the public", the Authority's website has been designed with a high degree of interactive educational material in mind (www.moors.net.uk). This complements the existing methods of education through school visits and events programmes.

The Authority promotes the website as a key educational resource throughout all of its publications. It encourages participation in online forums and seeks feedback to inform necessary developments. Take up of the information provided via our website can be gauged by the number of 'hits' received. This indicator shows a steady increase in enquiries.

Most of the work undertaken by NYMNP is designed to improve the quality of life for everyone. By streamlining and updating routine processes, IEG has already enabled improvements to be made to the way that our services are delivered. This allows more effort to be focused on undertaking our statutory purposes.

Improvements to date include a new telephony system, improved intranet, new financial systems and an updated network. Information is now exchanged more efficiently throughout the Authority and routine processes are increasingly becoming automated. The changes being introduced all aim to provide universally available, single sources for core data. Customers are being offered the chance to deal with all areas of the Authority via a single phone number. Information to answer customer queries is being collated into one place to improve the quality of customer responsiveness.

¹ See www.odpm.gov.uk/news/0207/0033.htm

The NPA is promoting the development of local community websites and access facilities via kiosks. Take up of new access channels is being promoted through the local Parish forums, The Sustainable Tourism Project <http://moors.uk.net/authority/index.php?mid=420> will enable more remote communities to take advantage of joined up services via its programme to introduce touch screen terminals throughout the Park.

By participating in the North Yorkshire ICT Partnership, the Authority is exploring opportunities to introduce broadband services to rural areas. Investment in a Countywide VPN is also planned in order to aid the free exchange of data between related local partners.

NYMNPA has now implemented an Oracle based eGIF compliant Planning system incorporating a BS7666 land and property gazetteer. This will form the basis for the significant improvements necessary to the e-delivery of the planning function. Seamless & integrated online processing of planning applications is being developed with integration to other local systems at the heart of the improvements.

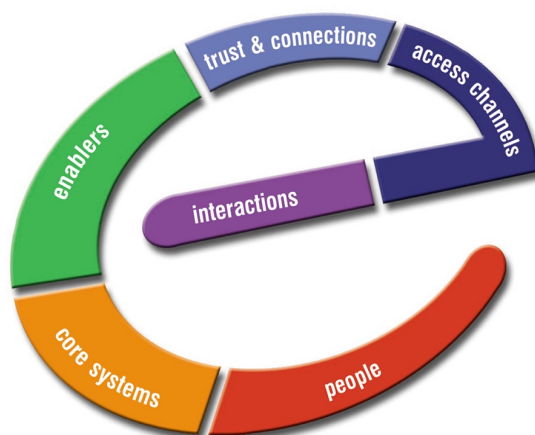
The NPA joint project LaMIS <http://www.lamis.org.uk> has brought together disparate information sources relating to land use and provided uniform access to them via GIS. The project has involved the collaboration of NPA's, Hampshire County Council, the Countryside Agency and DEFRA. LaMIS will allow remote users to undertake their own searches for land use data, enabling faster and more efficient grant applications. It will provide an opportunity for remote reporting of land use issues (e.g. rights of way obstructions) and also allow users to create their own maps of their areas of interest. It will also provide an invaluable, single source for specialists to consider responses to land use enquiries.

The NYMNPA's website will join up with other sites to provide timetable information delivered jointly by the regional transport partnerships. Engaging with local transport providers to promote sustainable access to the National Park is playing an increasingly significant role in the conservation of the Park's special qualities. Publishing timetables and updates online is recognised as the optimum way to broadcast this information. The challenge now faced is to ensure take up of this new access channel. The Sustainable Tourism Project within the Park seeks to address this issue in part by creating remote access points in key locations to allow widespread and easy access to transport information. Further investment in the promotion of public transport details will be an important element of a successful IEG programme.

The NPA's joint projects will introduce CRM and DMS in a consistent manner across the 8 English Authorities. This will encourage joined up working and facilitate improved management of customer details as well as back office processes. Via the National web portal project, the NPA's will introduce a single point of entry for accessing all services offered by all Parks within England.

The IEG programme has brought about significant improvements to date. Attention is now turning towards the development of the new systems to optimise the benefits that they can introduce. There is also a significant need to ensure that the customers of NYMNPA take up the new access channels. By continuing to transform the way that NYMNPA operates and maintaining the investment necessary to introduce & manage this change, NYMNPA is confident of achieving the objectives of e-Government by December 2003.

2. Self-Assessment of Local e-Organisation



The National Strategy – Model of the local e-organisation

You are asked to summarise the plans and progress of your local authority according to the six parts of model of the local e-organisation, as presented in the ODPM's National Strategy for Local e-Government published in November 2002 (see www.localgov.gov.uk/nationalstrategy). The model provides a checklist of work areas against the e-organisation themes, or building blocks of local e-government - interactions, access channels, trust & connections, enablers, e-business and organisational development. Please refer to www.localgov.gov.uk for further description of the elements of this model, together with associated National Projects. Further information about these building blocks is also available from the I&DeA's Knowledge website at www.idea.gov.uk/knowledge. **Do not amend this form or append any items to it** and please restrict all explanatory notes to the comment column.

Not all the elements in the proforma checklist below will necessarily be a part of your local e-government strategy, but you are expected to be aware of all of these elements and have taken a corporate position in relation to them. It is recognised that your IEG strategy will reflect local priorities and customer preferences, but you are asked specifically to provide accompanying commentary on any areas of the proforma checklist that remain "black" in 2005/6.

Traffic Light Status: availability against 31 December 2005 target date for local e-government	Status at 31/03/02	Status at 31/03/03	Anticipated Status at 31/03/04	Anticipated Status at 31/03/05	Anticipated Status at 31/03/06	
<p>Local e-organisation:</p> <p>Black = Not part of current local e-government strategy or not applicable</p> <p>Red = Preparation & planning – to include projects that are being planned or being piloted</p> <p>Amber = Implementation stage – roll out of approved projects</p> <p>Green = Fully implemented – projects completed & implemented</p> <p>e.g. for progress against a particular element you might enter:</p>	2001/02	2002/03	2003/04	2004/05	2005/06	<p>Comment</p> <p>e.g. “black” status may include elements on the proforma that are not planned, or awaiting the outcome of ODPM National Project work or partnership activity, or areas on the proforma that are not applicable to particular types of authority. Limited areas of “black” are perfectly acceptable on this proforma as a reflection of local circumstances and prioritisation of e-government work and investment.</p> <p>e.g. “red” status should be applied to all elements on the proforma where work is at the research stage, being piloted before wider rollout across the authority/partnership, or planned but not yet approved for funding.</p> <p>e.g. “amber” status should be applied to all elements on the proforma where work has been approved for funding and is actively being implemented.</p> <p>e.g. “green” status should be applied to all elements on the proforma where projects have been actioned and implemented or particular standards achieved with plans for extended rollout on an enterprise-wide basis, i.e. across the authority/partnership.</p>
<p>Interactions</p> <p>Note: The Best Value Performance Indicator (BVPI) 157 provides a measure of the number of types of interactions (or contact) between the citizen and the council that are enabled for electronic delivery as a percentage of those that are available.</p>	Red	Red	Amber	Amber	Green	

<ul style="list-style-type: none"> Progress towards 2005 target for the 100% e-enablement of local services 	Amber	Amber	Amber	Amber	Green	
<p>Access Channels</p> <p>Note: Access channels are the various routes through which people might contact, or be contacted by, local service providers to undertake electronically enabled interactions.</p>						
<ul style="list-style-type: none"> Publication of approved strategy for development of access channels 	Red	Green	Green	Green	Green	http://www.moors.uk.net/authority/index.php?mid=824
<ul style="list-style-type: none"> Local service websites (tailored to achievement of transactional status² for corporate “.gov.uk” website) 	Red	Amber	Green	Green	Green	www.northyorkmoors-npa.gov.uk - under constant review and development further enhancements will be achieved by linking into joint NPA Portal website.
<ul style="list-style-type: none"> Specialist portals for local authority services in two-tier areas 	Black	Red	Amber	Green	Green	We are working together with other National Parks to form a national parks web portal . http://www.eparks.org.uk/portal_project.htm
<ul style="list-style-type: none"> Contact centres (e-enabled & dealing with at least 80% of incoming telephone calls to the local authority) 	Amber	Green	Green	Green	Green	Upgraded telephone system has enabled single point of contact dealing with over 80% of all calls.
<ul style="list-style-type: none"> Establishment of fully e-enabled one stop shops for face-to-face customer contact 	Red	Green	Green	Green	Green	Information centres providing full links to all services for face-to-face interaction.
<ul style="list-style-type: none"> Use of mobile technology for home visits / supported access services 	Red	Amber	Amber	Green	Green	Pilot of PDA's in progress allowing rangers to update GIS records and other field based data whilst in the field.
<ul style="list-style-type: none"> Establishment of Interactive Digital TV service 	Black	Black	Black	Black	Black	Not part of IEG strategy approved November 02 and endorsed by management meeting 07/11/2003.
<ul style="list-style-type: none"> E-democracy – participation in the electoral modernisation pilots for electronic voting or electronic counting 	Black	Black	Amber	Amber	Green	Further work on back-office, extranet and web systems will enable this access channel.
<ul style="list-style-type: none"> E-mail & Internet access provided for all Members 	Amber	Amber	Green	Green	Green	Internet access available to all members at Helmsley Offices under constant review to provide easier access.

² www.socitm.gov.uk, as defined in SOCITM (2003) *Better Connected 2003: a snapshot of all local authority websites*, Society of Information Technology Management, Northampton, p23.

<ul style="list-style-type: none"> Engagement with intermediaries re delivery of e-government services (e.g. Citizens Advice Bureaux) 	Red	Red	Amber	Amber	Green	Development of LAMIS will enable a one stop shop providing useful GIS based data to landowners, farmers etc. http://www.lamis.org.uk/ e-mailing of electronic plans etc.??
<p>Trust & connections</p> <p>Note: For the public sector to share information easily and securely, it is essential to operate within a framework of technical and legislative standards.</p>						
<ul style="list-style-type: none"> Use of Government Gateway (e.g. for secure authenticated transactions) (see http://www.govtalk.gov.uk/gateway_partnerlink) 	Black	Red	Red	Amber	Green	Planning to migrate website into joint park portal which will provide authentication, booking services and GIS facilities online using the Government Gateway.
<ul style="list-style-type: none"> Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk) 	Black	Red	Amber	Amber	Green	All current and future local projects are being implemented with adherence to the e-GIF and e-GMS standards.
<ul style="list-style-type: none"> Adoption of Guidelines for UK Government Websites (see www.e-envoy.gov.uk/oeo/oeo.nsf/sections/webguidelines-handbook-top/\$file/handbookindex.htm) <p>http://www.e-envoy.gov.uk/Resources/WebHandbookIndex1Article/fs/en?CONTENT_ID=4001058&chk=5SPT0E</p>	Red	Green	Green	Green	Green	Website went live in November 2002, construction followed appropriate guidelines, government guidelines will be consulted for all future development work.
<ul style="list-style-type: none"> Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see http://www.w3.org/WAI) 	Black	Red	Amber	Green	Green	Plans are currently in development to bring website into conformance with level AA of W3C WAI standards.

<ul style="list-style-type: none"> 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) 	Black	Red	Green	Green	Green	Procedures are currently being implemented to ensure compliance with FoI Act 2000.
<ul style="list-style-type: none"> Establishment of corporate information management policy (e.g. covering management of information assets, evidence for accountability, security, assurance, disaster & contingency planning) 	Red	Red	Amber	Amber	Green	We are about to implement a corporate document management system (http://www.eparks.org.uk/CRM.htm#(ii)%20 Document%20M anagement) as part of this project an information management policy will be drawn up. Our current disaster recovery and contingency plans have been updated and are continually reviewed as new systems are implemented.
<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.lcd.gov.uk/consult/datasharing/datashare.htm & http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf) 	Black	Red	Amber	Green	Green	A charter will be developed on personal data collection issues. All of our data currently complies with the data protection act.
<ul style="list-style-type: none"> Establishment of partnerships for the joint (aggregated) procurement of broadband services 	Black	Red	Amber	Green	Green	Associate member of NYICTP which will provide broadband access to the area.
<ul style="list-style-type: none"> Compliance with BS 7799 on information security management 	Black	Black	Amber	Amber	Green	Development of this area is to be incorporated as part of the information management policy.

Enablers Note: Enablers refers to the computer systems, or 'middle-ware', used to support access channel policy and provide the link to core business and information systems. You should only "green" traffic light the items below where enterprise-wide systems or policies have been implemented.						
<ul style="list-style-type: none"> Use of smart cards to support service development & delivery 	Black	Black	Black	Black	Black	Await outcome of National Project, does not presently form a part of our IEG strategy approved November 02 and endorsed by management meeting 07/11/2003.
<ul style="list-style-type: none"> Corporate use of Customer Relationship Management (CRM) software 	Red	Red	Amber	Amber	Green	Following progress of joint parks project.
<ul style="list-style-type: none"> Corporate use of Geographic Information Systems (GIS) (e.g. for map-based data presentation) 	Green	Green	Green	Green	Green	Authority has been corporately using GIS since 1995.
<ul style="list-style-type: none"> Corporate ICT support and documented policy for home working (teleworking) by staff 	Red	Red	Amber	Green	Green	Staff can currently access the office network via (RAS) Remote Access Server; once broadband has been implemented VPN access can be enabled allowing more staff to access the office remotely and securely. Policies and documentation which are currently in development will be available prior to corporate roll-out
<ul style="list-style-type: none"> Use of telemetric systems for remote monitoring & signalling, e.g. helping older people remain in their homes 	Black	Black	Black	Black	Black	Not part of IEG strategy approved November 02 and endorsed by management meeting 07/11/2003.
<ul style="list-style-type: none"> Establishment of corporate Intranet 	Green	Green	Green	Green	Green	Corporate intranet is available; improvements are made constantly as site evolves.
<ul style="list-style-type: none"> Corporate use of Document Image Processing & Workflow systems 	Red	Red	Amber	Green	Green	This will be reviewed against the document management system. The DMS adopted will incorporate workflow.
<ul style="list-style-type: none"> Application of Knowledge Management (KM) systems & techniques for service improvement 	Red	Red	Amber	Amber	Green	This will be reviewed against the document management system and as part of intranet development work. We will also be following the guidance provided by the National Project.

<ul style="list-style-type: none"> Establishment of corporate policy on electronic records management 	Red	Red	Red	Amber	Green	We are about to implement a corporate document management system as part of this project an information management policy including electronic records management will be drawn up.
<p>Core Systems</p> <p>Note: Successful e-government comes from integrating corporate office support and processes with e-enabled services. Core systems refer to the core business processes of the e-enabled organisation.</p>						
<ul style="list-style-type: none"> Use of systems to enable e-procurement 	Red	Amber	Amber	Green	Green	Telephone and credit card supported procurement, website (e-Shop) and implementation of new finance system to further support and enhance these facilities.
<ul style="list-style-type: none"> Upgrade of financial information systems to support e-government 	Red	Amber	Green	Green	Green	Upgrade of financial system is currently in progress.
<ul style="list-style-type: none"> Upgrade of office systems to support e-government, e.g. web-enabling legacy systems 	Red	Amber	Amber	Green	Green	Planning system has been upgraded; work is commencing with web enablement. Finance system will be upgraded next year, currently reviewing other legacy systems that may require upgrading.
<ul style="list-style-type: none"> Upgrade of Human Resources & payroll systems to support e-government 	Red	Green	Green	Green	Green	Payroll and time attendance systems have been upgraded.
<ul style="list-style-type: none"> Upgrade of asset management systems to support e-government 	Black	Black	Red	Amber	Green	The volume of our assets would not currently warrant any form of electronic system, however as we have been given the opportunity to implement an asset management system we are reviewing current practices.
<ul style="list-style-type: none"> Link to National Land & Property Gazetteer (NLPG) (http://www.nlpg.org.uk) 	Red	Red	Amber	Amber	Green	Work is currently progressing to link our gazetteer to the NLPG.

<ul style="list-style-type: none"> Automated interface with National Land Information Service (NLIS) hub (http://www.nlis.org.uk) 	Red	Red	Amber	Amber	Green	Already providing information to local districts electronically, using e-mail, this service will be updated shortly in compliance with NLIS preferences.
<ul style="list-style-type: none"> Upgrade of income collection systems to support e-government 	Red	Amber	Amber	Amber	Green	This will be reviewed as part of financial system upgrade.
<p>People</p> <p>Note: This part of the e-organisation model refers to the internal organisation and management practices of the council that are required to help deliver the people changes necessary for e-government.</p>						
<ul style="list-style-type: none"> Circulation of National Strategy checklist to Chief Executive and all Councillors (see www.localgov.gov.uk/nationalstrategy) 	Black	Black	Green	Green	Green	Done November 2003.
<ul style="list-style-type: none"> Establishment of formally constituted partnership working to help deliver e-government: <ul style="list-style-type: none"> Local Strategic Partnership (LSP) 	Green	Green	Green	Green	Green	North Yorkshire ICT Partnership
<ul style="list-style-type: none"> Partnership working with other local authorities 	Green	Green	Green	Green	Green	We have been working closely with neighbouring authorities on NLPG, NLIS community access and Land Charges projects. We have also been working with other National Park Authorities on DMS, CRM and Web Portal Projects., http://www.eparks.org.uk
<ul style="list-style-type: none"> Public Private Partnership (PPP) 	Green	Green	Green	Green	Green	North Yorkshire ICT Partnership and MLL to deliver Broadband
<ul style="list-style-type: none"> Incorporation of e-government into Community Strategy 	Red	Amber	Amber	Amber	Green	National Park Management plan is currently being updated and includes community issues such as social inclusion.
<ul style="list-style-type: none"> Appointment of member & officer e-champions 	Green	Green	Green	Green	Green	The following champions were appointed and confirmed in October 2002 Helen Schroeder – Chair of the Authority Mary Atkins – Chair of Performance Management and

						Monitoring Committee Andy Wilson – Chief Executive
<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) 	Red	Amber	Green	Green	Green	All our current information, guidance and interpretation, including the NYMNPA Website are currently managed by our Information Team.
<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 	Red	Green	Green	Green	Green	All documented IEG projects incorporate risk assessments.
<ul style="list-style-type: none"> Use of customer consultation/research to inform development of corporate e-government strategy 	Black	Red	Red	Green	Green	Survey work is undertaken, the results of which are included in the Best Value Performance Plan, which directly informs the progress of our corporate e-government strategy.
<ul style="list-style-type: none"> Establishment of policy for addressing social inclusion within corporate e-government strategy 	Black	Black	Red	Amber	Green	Social inclusion is being addressed as part of the Reaching Out Project .
<ul style="list-style-type: none"> Establishment of internal targets & measures for e-services, including: <ul style="list-style-type: none"> Customer take up 	Red	Amber	Amber	Amber	Green	The Best Value Performance Plan establishes our internal targets. This is reported against during Performance Management and Monitoring Committee Meetings.
<ul style="list-style-type: none"> Customer satisfaction 	Red	Amber	Amber	Amber	Green	Best Value Performance Plan
<ul style="list-style-type: none"> Value for money / cost effectiveness 	Red	Amber	Amber	Amber	Green	Best Value Performance Plan
<ul style="list-style-type: none"> Use of project management methodologies (e.g. PRINCE2) 	Black	Black	Red	Amber	Green	This will be reviewed.
<ul style="list-style-type: none"> Establishment of e-skills training programme for staff (e.g. European Computer Driving Licence) 	Green	Green	Green	Green	Green	The ECDL has been available to all staff since 2001.
<ul style="list-style-type: none"> Use of networked technologies to support e-learning 	Black	Black	Amber	Green	Green	Links from intranet to ECDL.

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 recommended to validate your local list of interactions against the list of process area interactions for all customer facing local authority services contained in the I&DeA's ESD toolkit (www.esd-toolkit.org).

BVPI 157 Interaction Type	Actual		Forecast		
	2001/2	2002/3	2003/4	2004/5	2005/6
Providing information: <ul style="list-style-type: none"> • Total types of interaction e-enabled • % e-enabled 	7 / 24.13%	20 / 69%	25 / 86.20%	27 / 93.10%	29 / 100%
Collecting revenue: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	N/A	N/A	N/A	N/A	N/A
Providing benefits & grants: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	0 / 100%	0 / 100%	0 / 100%	0 / 100%	0 / 100%
Consultation: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	4 / 40%	5 / 50%	10 / 100%	10 / 100%	10 / 100%
Regulation (such as issuing licences): <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	N/A	N/A	N/A	N/A	N/A
Applications for services: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	4 / 10%	9 / 45%	14 / 70%	16 / 80%	20 / 100%
Booking venues, resources & courses: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	0/0%	0 / 0%	1 / 100%	1 / 100%	1 / 100%
Paying for goods & services: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	0%	2 / 40%	2 / 40%	5 / 100%	5 / 100%
Providing access to community, professional or business networks: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	0%	1 / 50%	2 / 100%	2 / 100%	2 / 100%
Procurement: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	2 / 100%	2 / 100%	2 / 100%	2 / 100%	2 / 100%
<ul style="list-style-type: none"> • TOTAL: TYPES OF INTERACTION E-ENABLED • % E-ENABLED 	17 / 25%	39 / 57%	56 / 81%	63 / 91%	69 / 100%

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

Access Channel Take-Up

	Actual ('000s)		Forecast ('000s)			Comment
	01/2	02/3	03/4	04/5	05/6	
E-enablement & Main E-Access Channel Take-Up						
Local Service Websites	0	1017.6	1221.1	1465.3	1758.4	New website went live in December 2002, actual figures are taken from Dec 02 - Sept 03 The old website was measured as page hits which included images and frames as such is not a true measure according to IFABC Global Web Standards (www.ifabc.org). There are plans for more e-enabled payment channels such as online planning applications, online events booking etc. delivering an increase to these transaction figures.
• Page impressions (annual)						
• Unique users, i.e. separate individuals visiting website (annual)	0	73.0	89.0	109.0	133.8	
• Number of e-enabled payment transactions accepted via website	0	0.3	0.3	0.4	0.4	
• Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via website	N/A	N/A	N/A	N/A	N/A	
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>	0	0.2	0.3	0.3	0.4	Postal (orderforms printed from the website and then posted to the National Park), faxed and emailed transactions have been included for these statistics
• Number of e-enabled payment transactions accepted by telephone						
Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via telephone	N/A	N/A	N/A	N/A	N/A	
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>	1.9	2.6	3.7	5.2	7.2	Credit Card transactions.
• Number of e-enabled payment transactions accepted via personal contact						
• Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via personal contact	N/A	N/A	N/A	N/A	N/A	
Other Electronic Media <i>(e.g. BACS, text messaging):</i>	0.6	0.7	0.8	1.0	1.2	BACs is currently in use for payroll and some of our suppliers. Work will be progressed to utilise this access channel further, inline with the implementation of the new financial system.
• Number of e-enabled payment transactions accepted via BACS or other electronic form						
• Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via other electronic media	N/A	N/A	N/A	N/A	N/A	
Non Electronic <i>(e.g. cash office, post)</i>	55.8	67.0	74.0	81.0	89.1	The vast majority of these transactions comprise mainly of goods purchased from the Information Centres. A large quantity of which fall below the average credit card purchase threshold.
• Number of payments accepted by cheque or other non-electronic form						
• Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via non-electronic form	N/A	N/A	N/A	N/A	N/A	

4. Delivery of Key Technical Building Blocks & Priority Services

Councils are asked to indicate how key technical building blocks and priority services are to be developed and managed by indicating the relative usefulness of outputs from ODPM Pathfinder Projects, National Projects and/or partnership working with other local authorities and/or use of other means. A sliding scale from 1-5 (i.e. from 1=not useful, to 5=essential) should be used. More information about Pathfinder work and National Projects can be found at www.localgov.gov.uk.

National Project Technical Building Blocks & Priority Service Areas	Use of outputs from ODPM Pathfinder Project (please score between 1-5)	Use of outputs from ODPM National Project (please score between 1-5)	Partnership working with other local authorities (please score between 1-5)	Other Means (please score between 1-5)	Comment (please comment briefly on your plans for developing each named technical building block or priority service area)
Websites	1	1	5	1	NPA's joint project to implement shared web portal.
Smart cards	2	5	1	1	Maintain awareness of smart card opportunities and review against local needs.
Interactive Digital TV	2	5	1	1	Current IEG programme does not envisage Digital TV being implemented prior to Dec. 2005.
Mobile Technology (i.e. for home/site visits)	4	1	2	5	Local projects utilising mobile technology are being trialled. Best practise and experience is being shared with local partners with similar needs.
Telemetry (i.e. remote, real time & signalling)		5	4	1	Maintain awareness of opportunities for telemetry and review against local needs.
Customer Relationship Management (CRM)	4	3	5	1	NPA's joint project to implement CRM.
Knowledge Management	4	5	4	4	Outputs from National project will be incorporated into our use of DMS & CRM.
Workflow	3	5	4	5	Workflow will be introduced via local implementation of DMS. Seek to understand best practise from all sources.
e-Procurement	3	5	3	1	Strong reliance on the national project to suggest best practise and suitable tools.
Schools admissions		2	2	2	Schools admissions are not a core activity of the NPA. Maintain appropriate engagement with local partners.
Local Planning Services	3	5	4	4	National project will drive the delivery, with local partners & other NPA's playing an important role.
Electronic exchange of property information with Valuation Office Agency (VOA) for Council Tax & Business Rates		5	4	3	National project will assist in informing NPA of land use issues. Involvement in Council Tax & Business Rates issues less significant to the NPA.
Working with business		5	5	5	All opportunities and initiatives to aid working with business are significant.
Crime reduction / youth offending		1	3	5	NPA undertakes significant work with local partners to

					deliver social inclusion .
Claiming benefits		5	5	3	Outputs will be monitored by the NPA's for relevance in advising and assisting in grant-aid applications (e.g. Sustainable Development Fund).
Local e-Government Standards & Accreditation	3	5	2	2	NPA's are applying existing standards and protocols, and are awaiting the availability of Standards Body National Project Products for future guidance. These products are key to our awareness and adoption of accredited standards.
Fire Services		5	5	1	We are using the National Community Fire Safety Centre Toolbox and Fire Kills websites for direction on how to promote Community Fire Safety (CFS) and participate in Community partnerships for improved safety. Work is required on a local level to share data and information with projects like SurreyAlert .
Trading standards		1	1	1	NPA's do not offer trading standards advice.
Multi Agency Information Sharing	1	1	3	3	National projects (housing benefits, people at risk etc) are not directly relevant to the work of NPA's. The principles of information sharing are most applicable with local partners.
e-Democracy		1	3	3	NPA's are not directly elected but public consultation and participation can benefit from IEG through bulletin boards, discussion forums, on-line surveys etc

5. Resources

Councils are asked to provide a summary of current and forecast expenditure on implementing electronic government up to 2005/6. This should include the standard elements in the table below and brief commentary on the use of IEG money. (Please note that implementing e-government expenditure refers to investment designed to e-enable local services and to transform their accessibility, quality and cost-effectiveness in line with the 2005 target. Cyclical spend related to the maintenance of the existing ICT infrastructure should not be included):

Resources	Actual (£'000s)		Forecast (£'000s)			Comment
	01/2	02/3	03/4	04/5	05/6	
<ul style="list-style-type: none"> £200,000 IEG money in 2002/3 and 2003/4 		200	200	?	?	Funds used to implement programme of works as outlined in IEG2 statement. Funds awarded via IEG3 will support continued development and implementation of IEG2 programme.
<ul style="list-style-type: none"> financial contributions from EU funding 						
<ul style="list-style-type: none"> financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB) 	64					Countryside Agency contribution to Website.
<ul style="list-style-type: none"> financial contribution from public-private partnerships 						
<ul style="list-style-type: none"> financial contribution to or from partnership projects undertaken with other organisations, including ongoing project work using ODPM Local e-Government Partnership Programme funding and work with other government departments or agencies that have an element of service e-enabling 						Contribution to joint NPA Projects taken from £200k IEG funds.
<ul style="list-style-type: none"> resources being applied from internal revenue and capital budgets to improve the quality of services through e-enablement 	10	33	75	60	75	Resources from core IT budget, 'Touchscreen' element of Sustainable Tourism Project and from core PROW budget.
<ul style="list-style-type: none"> other resources (e.g. training) (please specify) 			25	20		Resources from internal IT budget to cover training and equipment upgrades.
Sub total	74	233	300	80 +	75 +	
<ul style="list-style-type: none"> less current and projected savings produced from e-government investment 			3	10	15	
TOTAL	74	233	297	70 +	60 +	

SUBMISSION

Please make sure that your IEG3 return reaches us **by midnight on Monday 10 November 2003**.

We would prefer to receive responses by email at: localegov@odpm.gsi.gov.uk. You may also use the online form facilities at the I&DeA's ESD Toolkit - www.esd-toolkit.org.

General enquiries regarding the submission of IEG3 returns should be addressed to:

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Local e-Government Team
Office of the Deputy Prime Minister
Zone 3/G5
Bressenden Place
London SW1E 5DU
Tel: 020 7944 4258
Fax: 020 7944 3799

FURTHER INFORMATION

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

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

Your regional IEG3 contacts at the ODPM are:

Yorkshire & Humberside – Anne Wood – anne1.wood@odpm.gsi.gov.uk

East – Julian Bowrey – julian.bowrey@odpm.gsi.gov.uk

East Midlands – Caroline Stanger – caroline.stanger@odpm.gsi.gov.uk

South West, Fire Authorities – Peter Blair – peter.blair@odpm.gsi.gov.uk

London, South East, North East, National Parks - Janice Morphet – janice.morphet@odpm.gsi.gov.uk

North West, West Midlands - Chris Haynes – chris.haynes@odpm.gsi.gov.uk

PUBLICATION OF IEG STATEMENTS

The ODPM may wish to publish information in connection with IEG3 proformas in due course or deposit them in its own library or that of the Houses of Parliament. Information may also be published as part of a national database to allow other local authorities to use IEG3 data for benchmarking purposes. Should you wish any element of your proforma to be treated in confidence please clearly indicate this in your response. Nevertheless, all responses will be included in statistical summaries.