



Office of the
Deputy Prime Minister

Creating sustainable communities



local e-gov



IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2004 (IEG4)

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

Proforma for National Park Authorities

*This is the proforma for IEG4 returns to be used by National Park Authorities.
Please note that the deadline for IEG4 submissions is midnight on Monday 20
December 2004.*

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

IMPLEMENTING ELECTRONIC GOVERNMENT RETURNS 2004 (IEG4)

Introduction

This IEG4 return is an essential part of the national monitoring process for assessing electronic local service delivery capability against the 2005 target and supports the delivery of priority outcomes for local e-government. It is an important feedback mechanism for assessing progress towards realising the benefits from our investment in e-government and the use of IEG funding in individual local authorities. It is also an effective mechanism to help us identify national support and capacity needs for local authority e-government activity.

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

- assisting local government to achieve 100% capability in electronic delivery of priority services by 2005, in ways that customers will use.

Building on the work undertaken by Sir Peter Gershon in his independent review of public sector efficiency¹, SR2004 sets the ODPM a new PSA target on local government:

- by 2008, improve the effectiveness and efficiency of local government in leading and delivering services to all communities

This equates to a target for local services of achieving 2.5% efficiency gains per year, amounting to at least £6.45bn per annum by 2007/08. Clearly, e-government will make a substantial contribution towards the achievement of this target. The ODPM is working in partnership with local authorities and their representative national organisations to help achieve the specified objectives, including a new request in this year's IEG4 return to provide a summary of efficiency gains arising from the implementation of local e-government.

The format of the IEG return is subject to extensive consultation. Last year, this helped to achieve a 100% return rate of IEG3 submissions from local authorities. As last year, the format of the IEG4 return is intended to simplify the return process for local authorities through a self-assessment approach. In order to maintain consistency with the statistical elements of IEG3, the table on BVPI 157 remains unchanged from last year. Successful completion of the IEG4 return also demands awareness of the ODPM's National Strategy for Local e-Government published in November 2002, deliverables from the National Project programme and the priority outcomes for local e-government². Further details on all of these areas can be found at the ODPM's local e-government portal website www.localgov.gov.uk.

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

The proforma format for IEG4 returns complies with Government commitments to reduce service plan requirements for local authorities, whilst balancing the need for authorities to supply statistical information for the purpose of monitoring national progress on the implementation of local e-government.

¹ See http://www.hm-treasury.gov.uk/media/879E2/efficiency_review120704.pdf

² See http://www.odpm.gov.uk/pns/DisplayPN.cgi?pn_id=2004_0112

For funding and risk management purposes, the ODPM will continue to set key dates in the calendar at which it intends to inspect the extent of progress and take action accordingly. These will include:

- autumn 2004 deadline for approval of IEG4 funding in 2005/06;
- June 2005 mid term IEG snapshot.

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

The IEG4 proforma is intended to standardise Implementing Electronic Government (IEG) returns for 2004. This copy is an amended version for National Park Authorities reflecting their different priority outcome responsibilities.

Priority Outcomes

Self-assessment against the priority outcomes for local e-government appears in this year’s IEG proforma for the first time³. The priority outcomes provide a focus for priority working within the Prime Minister’s target to reach 100% e-enablement of Government services by December 2005 (as measured by BVPI 157 for local government services). They do not seek to add to the requirements measured by BVPI 157, but rather ensure that the e-enablement of local authority services is delivered in a way that enhances the quality, convenience and availability of these services. Practitioner guidance on the interpretation of the priority outcomes is available from http://www.idea.gov.uk/transformation/?id=priority_outcomes. All enquiries on policy matters relating to the priority outcomes should be addressed to the local e-government team at the ODPM.

Funding

You should complete the IEG4 return on the basis that it will inform the distribution of a further £100,000 of local e-government capital funding from the ODPM to each National Park Authority in 2005/06.

Completeness

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

Approval & Publication

It is important that the information contained in your completed IEG4 proforma is approved by the Council before submission and that adequate time for this is built into the timetable. Please note that the esd-toolkit entry process allows you to save a pdf copy of your IEG4 return to facilitate its approval by Members. You are also reminded to note any requirements for disclosure of this information on your public website, in line with your authority’s approved Publication Scheme under the requirements of the Freedom of Information Act 2000.

Submission

Please note that National Park Authorities should submit their IEG4 returns electronically to localegov@odpm.gsi.gov.uk by the submission deadline of 20 December 2004. No facilities will be made available for National Park Authorities to submit returns online via the Electronic Service Delivery (ESD) toolkit supported by the Improvement & Development

³ see www.localegov.gov.uk/Nimoi/sites/ODMP/resources/Priority%20Outcomes%20for%202005.pdf

Agency (IDEA) (www.esd-toolkit.org)⁴. Authorities must make individual submissions - partnership returns are not acceptable.

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

PROFORMA CONTENT



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

Section 1 – Priority Outcomes (self-assessment)

Section 2 – Change Management (self-assessment)

Section 3 – BVPI 157

Section 4 – Access Channel Take-Up

Section 5 – Local e-Government Implementation Costs

Section 6 – Local e-Government Programme Efficiency Savings

Please refer to www.localegov.gov.uk for further background information, including details of the priority outcomes guidance paper. Information on National Projects is available at www.localgovnp.org. Further information about local e-government is also available from the IDEA's Knowledge website at www.idea-knowledge.gov.uk.

Please add any explanatory or qualifying notes in the comment column, as appropriate.

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

⁴ IEG4 returns submitted by email will only be accepted for National Park Authorities, the Greater London Authority, the London Development Agency and Transport for London who are not catered for through esd-toolkit arrangements.

Name of Authority: ____ North York Moors National Park Authority _____

IEG Contact Name: ____ Mr C Sandford _____

Email: ____ c.sandford@northyorkmoors-npa.gov.uk _____

Telephone No: ____ 01439 770657 _____

Local Context

You may enter free text here to summarise the current stage of development of your authority's local e-government programme and your delivery plans up to and beyond December 2005, including the benefits that citizens will see as a result of e-government investment. It is suggested that this section be utilised to set the local context for the information contained in this return avoiding the use of technical jargon.

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

Outcome & Transformation Area Description	Current Status	Anticipated Status at 31/03/05	Anticipated Status at 31/12/05	Anticipated Status at 31/03/06	Comment <i>You may comment here in order to qualify the information given, request ODPM support, or identify your authority as an exemplar of good practice in a particular area</i>
R1 Online facilities to be available to allow applications by the public for all NPA administered grants.					Work currently underway to ascertain which grants are funded and which are advisory.
R2 Online facilities to be available to allow applications by land managers for access restrictions.					Will be achieved through RCS (Restrictions Casework System) being developed by CA/DEFRA).
R3 Online facilities to be available to allow inspection of Tree Preservation Order designations and applications for licenses (including guidance material).					GIS dataset being checked for uploading to portal. Register of TPOs will be published on website once re-development complete. Guidance and Application Form for licenses available for download from web.
G1 Development of web portal and/or e-enabled contact centre for advice on different sources of funding for agricultural and other land management projects which promote National Park purposes, ensuring full use is made of the England Rural Development Plan.					Requires discussion at national level with DEFRA over participation in Genesis/MAGIC, neither of which available yet. Combination of GIS functionality within the NPA portal combined with links to funding sources will give desired outcome.
E1 If already 'green' on R1, R2, R3 & G1 above, please outline plans for integration with national systems to support online access management by land owners. Otherwise, leave this row blank.					
R4 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 ⁵ (see www.laws-project.org.uk).					Once website redevelopment complete metatagging of web pages can be actioned in accordance with LAWS standards.
G2 Access to a range of online educational resources, activities and opportunities for youth and school groups to learn about the National Park.					Currently being provided on existing website.
E2 If already 'green' on R4 & G2 above, please agree baseline and targets for customer satisfaction and efficiency savings between the supplying organisations on shared community information initiatives in the comment column opposite. Otherwise, leave this row blank.					

⁵ Authorities using alternative service taxonomies (e.g. seamlessUK) should plan for migration to the LGCL by December 2005.

R5 Public access to online reports, minutes and agendas from past NPA meetings, including future meetings diary updated daily					Currently being provided on existing website.
R6 Online facilities to be available to allow access to information on NPA Members, including details of appointing body, photograph, brief biographical details and contact email address.					List of members with postal addresses already exists on the website. Awaiting redevelopment of website – members email addresses have been assigned, awaiting final sign-off.
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.					Project currently underway to re-engineer the planning section of website. As part of the process e-consultation on planning issues/policy will be made available.
G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).					Interactive local plan available online. Also 3 webcams are being introduced promoting the natural environment and wildlife within the park. Uploading of other multimedia resource is currently affected by lack of bandwidth. The forthcoming introduction of broadband will alleviate this issue.
E3 If already 'green' on R5, R6, G3 & G4 above, please agree baseline and targets for e-participation activities, including targets for citizen satisfaction in the comment column opposite. Otherwise, leave this row blank.					
R7 Online facilities to be available to allow receipt and processing of planning applications.					Planning Application and Listed Building Consent are now available online.
G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of data used to monitor the distribution and loss of hedgerows, trees or habitats, density of walls, extent of heather moorland and the potential visibility impact of proposed developments.					Datasets are being compiled and checked prior to uploading to the portal.
E4 If already 'green' on R7 & G5 above, please agree baseline and targets for take-up of planning services online, including targets for customer satisfaction and efficiency savings in the comment column opposite. Otherwise, leave this row blank.					
R8 Online facilities to be available to allow appropriate e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.					Following introduction of new finance system (Dec '03) investigations underway to identify an appropriate solution.

G6 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).					Currently using standard authority purchasing cards to order and pay for goods and services on-line. However we are now investigating the use of Local Government Purchasing Cards as an alternative.
G7 Regional co-operation on e-procurement between local councils.					The Open Business Exchange (www.obexchange.com) has been suggested by other NPAs as an opportunity to co-operate on e-procurement. This will be investigated as it offers an opportunity for further joint working.
If already 'green' on R8, G6 & G7 above, please comment on progress towards providing: E5 Access to virtual e-procurement 'marketplace'; E6 Inclusion of Small and Medium Enterprises (SMEs) in e-procurement programme, in order to promote the advantages of e-procurement to local suppliers and retain economic development benefits within local community; E7 Agreed targets (please specify) for efficiency savings by December 2005, including the % of undisputed invoices paid in 30 days (BVPI 8); in the comment column opposite. Otherwise, leave this row blank.					
R9 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).					Currently goods bought online can be paid for online. With the introduction of the functionality within the NPA Portal, it will be possible to receive payment for services as well.
G8 Demonstration of efficiency savings and improved collection rates from implementation of e-payments.					Following the update of the Finance system in '03, BACS payments have now been introduced.
E8 If already 'green' on R9 & G8 above, please agree baseline and targets for reductions in unit costs of payment transactions in the comment column opposite. Otherwise, leave this row blank.					
R10 Online facilities to be available to allow ordering of books and leaflets from publications catalogue.					Currently available through the online shop.

R11 Online facilities to be available to allow public inspection of 'What's On' guide to local events and activities, updated daily.					Currently available through the Events section on the website.
G9 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.					Integrated telephony system introduced in 2002. Currently implementing a Document Management System over next 12 months allowing delivery across channels.
E9 If already 'green' on R10, R11 & G9 above, please agree baseline and targets for take-up of visitor services online, including targets for customer satisfaction and efficiency savings in the comment column opposite. Otherwise, leave this row blank.					
R12 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.					Timetables are available on-line via links to www.ukbus.co.uk . Moorsbus routes are published and are available to view online.
G10 GIS-based presentation of information on alternative ways for people to reach recreation attractions other than by car, including contact details and updated daily.					GIS data layers exist for the Moorsbus, footpath network, and the rail network.
E10 If already 'green' on R12 & G10 above, please agree baseline and targets for reduction in car use in the column opposite. Otherwise, leave this row blank.					Processes are being implemented in order to facilitate the collation and publication of Moorsbus take up numbers. User survey results are being collated for the last season.
R13 Online facilities to be available to allow public inspection of information on access opportunities and restrictions, including notification of restrictions and obstructions on rights of way.					Currently available through the Rights of Way & Access section on the website. In future, this will be fulfilled using the Restrictions Casework System being provided by CA/DEFRA.
R14 Website information and service provision to be integrated with visitBritain (www.visitbritain.com).					NPOs awaiting final brief from Corporate Edge & VisitBritain before giving go ahead for Web portal integration.
R15 Online facilities to be available to allow accommodation booking services and associated directory and information search facilities.					Indirectly handled. Online facilities in Visitor Centre link with the Integra booking system provided by associated local district councils and partnerships.
G11 Public access to interactive maps utilising Scalable Vector Graphics, e.g. showing the locations of services, tourism facilities and recreation opportunities and linked to real-time data such as local weather reports.					Awaiting final checks prior to uploading to Portal.

E11 If already 'green' on R13, R14, R15 & G11 above, please comment on progress towards providing SMS text services, e.g. on weather and ground conditions, safety information (lakes, waterways and uplands), special events in the comment column opposite. Otherwise, leave this row blank.					
R16 Email and Internet access provided for all NPA Members and staff that establish a need for it.					All staff have email and internet access. Members have been given Authority e-mail addresses.
R17 ICT support and documented policy for home/remote working (teleworking) for NPA Members and staff.					Several staff already have the facility to work from home, and do so regularly. The policy is currently subject to a review by the Personnel Officer.
R18 Online facilities to be available to allow access to home/remote working facilities to all NPA Members and staff that satisfy the requirements set by the authority's published home/remote working policy.					Access to home/remote working facilities are available to those staff and Members who satisfy the requirements as set out in R17. The policy is currently being reviewed by the Personnel Officer.
G12 Establishment of e-skills training programme for NPA Members and staff with recognised basic level of attainment (e.g. European Computer Driving Licence, British Computer Society Qualification "e-Citizen").					Training programme is in place, with staff having access to the relevant training material via the local intranet.
E12 If already 'green' on R16, R17, R18 & G12 above, please agree targets for baseline and efficiency savings arising from the introduction of new ways of working in the column opposite. Otherwise, leave this row blank.					
R19 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).					Self-service access to Authority e-services (eg Planning) to be added following redevelopment of existing website and introduction of DMS.
R20 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.					Bespoke CMS (i-edit) is used within the authority to publish to the website. Policies and procedures will need to be drafted to allow devolved content publication.
G13 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).					Investigating ISO 15489 implications as part of DMS implementation.

G14 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI).					The upgrade to the local service website will resolve accessibility issues in line with current guidelines.
G15 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk).					The upgrade to the local service website will enable us to assess and alleviate existing metadata tagging issues in line with current guidelines.
E13 If already 'green' on R19, R20, G13, G14 & G15 above, please agree baseline and targets for efficiency savings based around improved accessibility of services and information in the column opposite. Otherwise, leave this row blank.					
R21 Online publication of Internet service standards, including past performance and commitments on service availability.					Targets and achievements are published on the website within the BVP document. Service standards will be published once website redevelopment is complete.
R22 Monitoring of performance of corporate website, or National Parks 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.					Website usage data exists and has been used for the monitoring of the website performance, since the websites original launch in 2002.
G16 Establishment of internal targets and measures for customer take-up of e-enabled access channels.					Targets to be established following implementation of e-enabled access channels and PIs to be introduced at service delivery level.
G17 Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk).					Compliance planned for new local service website. NPA Joint Portal is AA rated.
E14 If already 'green' on R21, R22, G16 & G17 above, please agree baseline and take-up targets for migration of local authority business to e-access channels (e.g. web, telephone contact centres, Interactive Digital TV, mobile telephone) by 2005/06, including efficiency savings in the column opposite. Otherwise, leave this row blank.					
R23 Systems in place to ensure effective and consistent customer relationship management across access channels and to provide a 'first time fix' for citizen and business enquiries, i.e. using a common database, which holds customer's records, to deliver services across different channels, and enabling joined-up and automated service delivery.					Member approval to be sought by Jan 2005 on a CRM strategy derived from Charter Mark application and following outcomes of CRM pathfinder projects; will make full use of DMS to ensure all access channels are joined up and automated service delivery available where appropriate.
R24 All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.					<i>GFI Mail Essentials</i> has been purchased, and once configured, will allow the assignation of unique IDs to each mail sent

					to the Authority. Internal systems then monitor each mail to ensure service standards are met.
R25 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					This has been achieved by sending automated responses/acknowledgments detailing our service standards.
G18 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.					A workflow solution will be available as part of the implementation of the Document Management System (Microsoft Sharepoint).
G19 Facilities to support the single notification of a change of address, i.e. a citizen should only have to tell the NPA they have moved on one occasion and the NPA should then be able to update all records relating to that person to include the new address.					Central contacts database functionality will be available as part of the implementation of Microsoft Sharepoint.
E15 If already 'green' on R23, R24, R25, G18 & G19 above, please agree baseline and improvement targets for the percentage of public enquiries about council services resolved at first point of contact and efficiency savings resulting from investment in customer relationship management and workflow technology in the column opposite. Otherwise, leave this row blank.					

Section 2 – Change Management (self-assessment)

Authorities are asked to provide information on advisory good practice outcomes relating to the internal organisation and management practices of the council that are required to help deliver the people, 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.

<ul style="list-style-type: none"> Appointment of people to the following key local e-government functions in your Council (see http://www.idea-knowledge.gov.uk/idk/aio/206757): <ul style="list-style-type: none"> i) Member & officer e-champions ii) e-government programme manager iii) customer services management Inclusion of competency development of the above key functions and training for staff affected by e-Government projects, within the Council's workforce development planning 					<p>Appointed 2001</p> <p>Appointed April 2004</p> <p>Awaiting outcome of the CRM pilot currently being undertaken by LDNPA.</p> <p>ECDL training has been offered to all staff you have identified the need for such training.</p>
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<ul style="list-style-type: none"> Establishment of an e-delivery board 					IEG Steering Group has been established across all NPAs to act in respect of an e-delivery board.
<ul style="list-style-type: none"> Use of formalised programme & project management methodologies (e.g. PRINCE2) to support e-delivery programme 					Scale and scope of projects being implemented is dictating levels of use of formal methodologies
<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 					Risks are continuing to be identified as the implementation programme progresses. This is also applicable to the Joint Web Portal Project. A Business Recovery Plan has also been formalised should such an event arise that requires it.
<ul style="list-style-type: none"> Use of customer consultation/research to inform development of corporate e-government strategy 					Local planning agents have been consulted and have played a major role in defining the strategy for the delivery of e-planning services.
<ul style="list-style-type: none"> Establishment of policy for addressing social inclusion within corporate e-government strategy 					The local website and the Web Portal have both been designed for DDA compliance. Both have attained AA ratings.
<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) 					Review of Corporate Services to be complete by Spring '05.
<ul style="list-style-type: none"> Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework (see http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf & http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf) 					Officers are currently investigating this area.
<ul style="list-style-type: none"> Establishment of partnerships for the joint (aggregated) procurement of broadband services 					A joint project involving NYCC, NYMNPA and MLL is underway to provide satellite broadband services to the local community
<ul style="list-style-type: none"> Engagement with intermediaries re addressing issues of take up and efficiency in the delivery of e-government services (e.g. Citizens Advice Bureaux) (see http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf) 					Local planning agents have been engaged to promote and increase the take up e-Planning services.
<ul style="list-style-type: none"> Compliance with BS 7799 on information security management 					Officers are undertaking an exercise to ensure that current practices are compliant with BS 7799. Any areas of non-compliance will be addressed.
<ul style="list-style-type: none"> Implementation of Benefits Realisation Plan for delivery of local e-government programme strategic objectives 					Benefits Realisation Plan is being constantly reviewed as the positive outcomes of the implementation of IEG within the Authority are being understood.
<ul style="list-style-type: none"> Completion of mapping of BVPI 157 services against approved security levels (0-3) (see 					Authentication requirement analysis was undertaken as part of the design phase of the

http://www.authentication.org.uk/levels.asp & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc					<p>joint web portal. The local BVPI is currently being reviewed to ensure that any transactions requiring authentication have been identified and quantified.</p>
<ul style="list-style-type: none"> Planned compliance to HMG Security and authentication frameworks (see http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/45/04002245.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/43/04002243.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/20/53/04002053.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/39/39/04003939.doc) 					<p>The documents listed have been used as guidance in the implementation of eService delivery. Once fully understood, they will be applied to the relevant security policies for internet and email access/usage. Once implemented the relevant policies will be constantly reviewed to ensure compliance.</p>
<ul style="list-style-type: none"> Compliance with an independent trust scheme approval process designed to provide assurance for individuals and companies using or relying upon e-business transactions (see www.tscheme.org) 					<p>E-shop payments are paid via Barclays Bank ePDQ service. E-payments via the web portal are provided by Protx. Both are Verisign accredited and sign up to tscheme.</p>
<p>§ Use of Government Gateway⁶ (see http://www.gateway.gov.uk) to support:</p> <ul style="list-style-type: none"> i) personalisation & registration for services categorised at security level '0' ii) citizen & business authentication for services for services categorised at security levels 1-3 iii) authentication of employees for cross-agency services iv) corporate approach to collection of e-payments v) cross agency secure transactions (Government to Government) 					<p>NPA IEG partnerships are currently exploring the options for the Government Gateway, and £20,000 of IEG funding has been budgeted for this.</p>
<ul style="list-style-type: none"> Government Gateway (see http://www.gateway.gov.uk) back-office connection in place (Department Interface Server) 					<p>NPA IEG partnerships are currently exploring the options for the Government Gateway, and £20,000 of IEG funding has been budgeted for this.</p>
<ul style="list-style-type: none"> connection to Directgov (see http://www.direct.gov.uk) from corporate website and partnership portal(s) 					<p>Link to DirectGov on the web-portal, need to ensure that the links are available form our local site.</p>
<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 					<p>NPA already have publication scheme registered and are complying with FOI Act.</p>

⁶ Please note that the ODPM is currently working on a Government Connect Prospectus designed to support the implementation of the Government Gateway within Local Authorities.

http://www.lcd.gov.uk/foi/foipunit.htm & http://www.pro.gov.uk/recordsmanagement/access/default.htm					
<ul style="list-style-type: none"> Regularly-maintained link from Local Land & Property Gazetteer (LLPG) to National Land & Property Gazetteer (NLPG) (see http://www.nlpg.org.uk) 					<p>NPAs are not addressing Authorities. We do, however, supply data to local District Councils who then update their LLPG.</p>
<ul style="list-style-type: none"> Connection to National Land Information Service (NLIS) at Level 3 (see http://www.nlis.org.uk) 					<p>NPAs are not required to link directly to the NLIS hub. However, local linkages with District Council are being investigated to enable NPA data to be fed into the NLIS hub.</p>
<ul style="list-style-type: none"> Introduction and maintenance of an online service directory for Children's services for professionals working with children & young people, and allowing public access where possible (for further information see http://www.dfes.gov.uk/isa) 					<p>The education service provided by the Authority is available via the directly via the local website, and indirectly via the web portal. Please refer also to Priority G2.</p>

Section 3 – BVPI 157

Councils are asked to complete the following table using the definition of Best Value Performance Indicator (BVPI) 157 for Electronic Service Delivery (Corporate). You are required to validate your local list of interactions against Version 2.01⁷ 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 IEG3 % e-enabled position in 2004/05 (i.e. at 31 March 2005)	Actual			Forecast	
		2001/2	2002/3	2003/4	2004/5	2005/6 ⁸
Providing information: • Total types of interaction e-enabled • % e-enabled	94%	7 / 24.13%	20 / 69%	25 / 86.20%	27 / 90%	28 / 93.5%
Collecting revenue: 1.0 total types of interaction e-enabled • % e-enabled	87%	0	0	0	0	0
Providing benefits & grants: 2.0 total types of interaction e-enabled 3.0 % e-enabled	78%	0 / 0%	0 / 0%	0 / 0%	4 / 80%	5 / 100%
Consultation: 4.0 total types of interaction e-enabled 5.0 % e-enabled	86%	4 / 40%	5 / 50%	6 / 60%	10 / 100%	10 / 100%
Regulation (such as issuing licences): • total types of interaction e-enabled • % e-enabled	76%	0	0	0	0	0
Applications for services: • total types of interaction e-enabled • % e-enabled	83%	4 / 10%	9 / 45%	12 / 66%	16 / 80%	20 / 100%
Booking venues, resources & courses: • total types of interaction e-enabled • % e-enabled	78%	0/0%	0 / 0%	1 / 100%	1 / 100%	1 / 100%
Paying for goods & services: • total types of interaction e-enabled • % e-enabled	80%	0%	2 / 40%	2 / 40%	4 / 80%	5 / 100%
Providing access to community, professional or business networks: • total types of interaction e-enabled • % e-enabled	82%	0%	1 / 50%	2 / 100%	2 / 100%	2 / 100%
Procurement: • total types of interaction e-enabled • % e-enabled	73%	2 / 100%	2 / 100%	2 / 100%	2 / 100%	2 / 100%
• TOTAL TYPES OF INTERACTION E-ENABLED • % E-ENABLED	86%	17 / 25%	39 / 57%	50 / 73%	66 / 89%	72 / 97%

⁷ This updates Version 2.0 to include National Park Authority services and represents the 'core' list which will remain unchanged until April 2006 and will provide a common baseline for calculating BVPI 157 and reporting figures in IEG returns.

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

Section 4 – Access Channel Take-Up

In order to demonstrate public take-up of the main e-access channels that you are investing in, you are asked to complete the table below detailing actual and forecast figures for numbers of e-enabled payment transactions and change of address notifications. It is important that e-access channel investment and rollout also facilitates accompanying improvements in the corporate management capability required to monitor and collect such statistics. Industry definitions of page impressions⁹ and unique users¹⁰ are given in the footnotes below.

E-enablement & Main E-Access Channel Take-Up	Forecast ('000s)					Comment
	03/04	04/05	05/06	06/07	07/08	
Local Service Websites						Number of address changes is very low due to nature of NPA services offered. Only Parish councillors notify of address changes.
• Page impressions (annual)	1,993	2,250	2,500	2,750	3,000	
• Unique users, i.e. separate individuals visiting website (annual)						
• Number of e-enabled payment transactions accepted via website	0.4	0.45	0.5	0.55	0.6	
• Number of change of address notifications accepted via website	0.02	0.02	0.02	0.02	0.02	
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>						See above.
• Number of e-enabled payment transactions accepted by telephone	0.1	0.15	0.2	0.3	0.4	
• Number of change of address notifications accepted via telephone	0.02	0.02	0.02	0.02	0.02	
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>						See above.
• Number of e-enabled payment transactions accepted via personal contact	0.05	0.1	0.1	0.15	0.15	
• Number of change of address notifications accepted via personal contact	0.02	0.02	0.02	0.02	0.02	
Other Electronic Media <i>(e.g. BACS, text messaging):</i>						See above.
• Number of e-enabled payment transactions accepted via BACS or other electronic form	0.15	0.2	0.25	0.3	0.4	
• Number of change of address notifications accepted via other electronic media	0.02	0.02	0.02	0.02	0.02	
Non Electronic <i>(e.g. cash office, post)</i>						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	80	80	80	80	80	
• Number of change of address notifications accepted via non-electronic form	0.02	0.02	0.02	0.02	0.02	

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

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

Section 5 – Local e-Government 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):

	Actual (£'000s)	Forecast (£'000s)				Comment
		01/02 to 03/04	04/05	05/06	06/07	
Programme Resources						
• IEG capital grant	400	300	100			NPA's have received 400k for the period 04/05 – 05/06.
• your council's nominal pro rata share of ODPM Local e-Government Partnership Programme capital grant allocated in your area	0	0	0	0	0	
• financial contribution from public-private partnerships						
• resources being applied from internal revenue and capital budgets ¹¹ to implement e-government	110	20	20	25	25	Contributions from tourism information projects. Increased revenue spend on IT support costs.
• other resources (e.g. training) (please specify)						
• ODPM e-Innovations Fund capital grant	0					
• financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB), EU funding	64					Countryside Agency support for website re-development.
TOTAL	574	320	120	25	25	

¹¹ Please show the actual capital expended in each year, not the annual cost of servicing the loan.

Section 6 – Local e-Government Programme Efficiency Gains¹²

In order to justify corporate investment in local e-government, it is important to ensure that the benefits will outweigh the costs. In this regard, councils are asked to provide best estimates of efficiency gains arising from the implementation of local e-government. The expectation is that all cashable savings can be recycled in local services, but should be achieved without cutting service quality. Please also note that there is no intention here to add new burdens in terms of the measurement of efficiency gains or to set specific targets for local e-government, but figures should be calculated using existing data and accounting methods where possible. The exercise should also be seen as a starting point for future work on efficiency best practice and rewards. Links to listed websites in the table Notes also offer a key source of support in calculating figures. Please note that you are only required to put total figures in the Actual (01/02 to 03/04) column.

Efficiency Gains	Actual	Forecast (£'000s)				Notes
	01/02 to 03/04	04/05	05/06	06/07	07/08	
a) Cash Releasing Efficiency Gains						i.e. cash savings available for reinvestment.
e-Procurement, of which:						See www.nepp.org.uk/ & www.idea-knowledge.gov.uk/idk/aio/70780
• achieved through reductions in prices		0	7	10	15	i.e. reductions in the costs of goods and services in real terms, after allowing for 2.5% inflation
• other gains from e-procurement		0	5	10	15	i.e. process efficiencies from e-enabling tendering, purchasing, the use of procurement cards and invoice processing
Corporate support (back office), of which:						The definition of corporate support includes such activities as Finance, IT, HR (excluding the cost of training), asset management
• e-recruitment		2.5	5	6	7	Includes administrative savings on staff time (where staff are reallocated), printing, postage and on advertising expenditure
• e-payments		1	3	5	5	See www.e-payments.org.uk/modules.php?op=modload&name=Sections&file=index&req=listsections&secid=5
• Other corporate support gains		2.5	5	5	5	
Transactional services		2.5	5	10	15	i.e. delivering efficiencies through the migration of appropriate customer groups towards more cost effective channels such as web-based interfaces and telephone contact centres, with staff reallocated accordingly
Productive time		2.5	5	10	15	Driving through the benefits of e-Government investment in terms of changing working and management practices to maximise the amount of time that existing members of staff are engaged in productive work (with costs reallocated accordingly), e.g. by reducing the time spent by professionals in accessing and handling information, reducing time lost through high staff turnover by introduction of remote working / home working
Sub total (cash releasing efficiency gains)		11	35	56	77	

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¹² i.e. Increases in output quality and quantity for the same cost, or sustained outputs for reduced cost, arising from the application of local e-government to automate business processes and improve managerial effectiveness. Only efficiency gains arising from investment to e-enable local services and to transform their accessibility, quality and cost-effectiveness in line with the 2005 target should be included. Savings arising from cyclical spend related to the maintenance of the existing ICT infrastructure should not be included.

b) Non Cash Releasing Efficiency Gains						i.e. quality benefits to the organisation or enhanced outputs (e.g. improved service standards, improved service availability and accessibility, more timely delivery, reduction in internal processing errors through service automation) for the same cost
non-cash benefits (1) please specify						Please itemise any identified non-cash releasing efficiency gains
non-cash benefits (2) please specify						Please itemise any identified non-cash releasing efficiency gains
Sub total (non cash releasing efficiency gains)						
TOTAL EFFICIENCY GAINS - GROSS	10	11	35	56	77	
LESS e-government implementation expenditure	574	320	120	25	25	i.e. as identified above in Section 5 - Local e-Government Implementation Expenditure
TOTAL EFFICIENCY GAINS - NET	-564	-309	-85	31	52	

SUBMISSION

Please make sure that all IEG4 entries are returned to localegov@odpm.gsi.gov.uk by **midnight on Monday 20 December 2004**.

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

Local e-Government
Office of the Deputy Prime Minister
Zone 3/C5
Bressenden Place
London SW1E 5DU

E-mail: localegov@odpm.gsi.gov.uk
Tel: 020 7944 4258

FURTHER INFORMATION

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

Details of National Projects can be found at <http://www.localegovnp.org>

Details of national infrastructure projects can be found at <http://e-government.cabinetoffice.gov.uk/Home/Homepage/fs/en> & <http://www.idea.gov.uk/lqih/>

Your regional IEG4 contacts at the ODPM are:

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

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

South West – 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, Yorkshire & Humberside - Chris Haynes – chris.haynes@odpm.gsi.gov.uk

PUBLICATION OF IEG RETURNS

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