



IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2005 (IEG5)

"Meeting the targets for e-government"

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Local Context

High Peak Borough Council was rated 'Excellent' as part of the Comprehensive Performance Assessment in 2004 and scored 3 out of a maximum of 4 for achievement in quality of service and for achievement of improvement.

High Peak Borough Council continues to make steady progress towards the ODPM's modernising agenda. Our previous IEG submissions set out our intention to implement a major change programme using new technology to transform the way the organization provides information and service, ensuring a customer centred culture across the Council. This change programme, branded the Network 2005 Programme, supports the council's vision of 'improving the quality of life in the High Peak', and is linked to the corporate aims of 'Supporting People' and 'Improving the Council'. The Corporate Plan 2005 – 2010 establishes clear priorities and a measurable plan for improvement. One of the top four priorities for action is to ensure we are an accessible Council. We believe that through working closely with the community and in partnership with others we will improve the quality of life in High Peak.

The Customer Service Strategy's aims are:

Putting the Customer First

Needs / Choice based service delivery

Clear service / standards information provision

Equality of service provision

Choice of access routes

80% of enquiries to be dealt with at first point of contact

Consistent, high quality response to enquiries

Culture of service excellence

To provide adequate staff training and resources to support these aims

To demonstrate continuous improvement

The Network 2005 Programme has now been running for three years and has made significant progress during this period. The following provides a summary of the achievements and outputs that have been made.

Call Centre and CRM Implementation

· The Call Centre opened in March 2003, we now provide in excess of 500 service lines on a first stop basis via our CRM system. The CRM system also supports service delivery to this level at the three Council receptionsbased in Glossop, Buxton and Chinley. We have based the development of our A – Z of service around the Local Government Service List and have now completed 87% of services.

· We made the decision to develop a wide and shallow A – Z as a tool to support the 'first stop' approach provided at the call centre and receptions. However we have combined this with implementing services into the CRM in greater depth on a phased 'service by service' approach. The aim of this is to enable 80% of queries to be dealt with by the front office. This approach involves undertaking a review of the business process for service delivery and is the means to ensure we streamline service delivery and produce efficiencies. To date we have implemented:

Environmental Health - including booking on line appointments for Pest Control and Health Officers.

Environmental Services - including ordering and paying for bulky collection, new bins etc

Council Tax - Including payments and arrears arrangements.

Business Rates - Including payments and arrears arrangements

Housing - Including waiting list positions

Elections - Including electoral roll

Some Corporate Policy including Community Strategy and the Liveability pilot

Some tourism, including online booking for rail walks

Benefits -ensuring consistant delivery via the telephone and receptions

Development Control

Work is currently underway to take recruitment calls via the call centre to complement the use of 'Jobs Go Public' via the Web site.

· The Call Centre now deals with an average of 3,800 calls per week. We have set challenging targets for responding to customers and are routinely meeting these targets. Latest figures show:

November 2005 3.% calls abandoned against a target of 5%

November 2005 86.27% of calls answered in less than 20 seconds against a target of 80%.

· In February 2004 we merged our call centre and switchboards – 100% of first time calls are now deal with in a consistant, proactive manner by the Customer Service Team, ensuring all callers receive the same high standard response.

· Telephone access continues to be the favoured method of access for our customers (76%) and we have extended call centre opening hours to 8am to 8pm and provided a 24/7 reporting facility for reporting street scene issues as part of the Liveability pilot we are undertaking in the Glossop area of the Borough.

· In November 2004 we implemented a new access channel to the call centre – SMS (mobile telephone text messaging). This provides has improved access for people who are deaf or hard of hearing and is a method favoured by young people.

· All telephone calls, face to face enquiries, emails and SMS contact are recorded via the CRM system so we have a unique tracking reference, to monitor quality and follow up problems.

Partnership Projects

We have made significant progress in implementing the LGOL funded Derbyshire Partnership outputs.

· We have populated the joint A – Z and FAQ system and now have implemented the Derbyshire portal on our website.

· Implemented the e-forms software and begun to populate the joint e-forms library.

· Supported the launch of the single Derbyshire GIS portal by uploading our local data sets.

· Are part of the joint Derbyshire e-tendering solution.

· Continued to develop the ISB4 funded Joint Revenues and Benefits Project.

· Are part of the joint Derbyshire e-procurement solution and have begun to implement the Market Place solution

Web development

The new web site was launched on time in May 2005. The web site now meets the requirements laid out in the priority outcomes for accessibility and interoperability. In May 2005 our ranking of UK local authority web sites by SiteMorse went from 123 to 35, making our site the highest ranked in Derbyshire. Our current SiteMorse ranking is 11 and we have stated our intention to remain in the top quartile.

E-Government Targets

The following proforma identifies our current position with respect to the Priority Outcomes.

In May 2005 we signed the contract for the IDeA's Market Place solution for e-procurement and we are currently working closely with Derbyshire County Council to implement this. The implementation will reduce administration time and costs as was part of the review of the administration service in June 2005 which has resulted in a cut of 10 posts.

We have set up a corporate working group to undertake business process reviews as we are committed to identifying further efficiency savings from the change programme.

The contribution of e-government to our corporate efficiency gains has resulted in our E-Government Board being renamed The Modernisation Board, this board oversees the implementation of our e-government initiatives and our business process reviews and the service provided to our customers.

Section 1 - Priority Outcomes (self-assessment)

Satisfactory progress towards delivery of the listed priority outcomes listed below is required within the remit for achieving e-government by 2005

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R1 Parents/guardians to apply online for school places for children for the 2007 school year. The admissions process starts about a year before the beginning of the school year, e.g. September 2006 for 2007 entry.	Amber 01/08/2005	Amber 01/08/2005	Amber 01/08/2005
	Comment: Derbyshire County Council have primary responsibility for providing education services. We implemented a Derbyshire wide A-Z portal and FAQ system on our web site in November 2004 which provides deep hyperlinks. to Derbyshire County Council Services. DCC are in the process of implementing a system to provide the required functionality to be available in 2006, which will be accessed via the deep hyperlinks		
R2 Online access to information about educational support services that seek to raise the educational attainment of Looked After Children.	Green 01/10/2005	Green 01/10/2005	Green 01/10/2005
	Comment: Derbyshire County Council have primary responsibility for providing education services. We implemented a Derbyshire wide A-Z portal and FAQ system on our web site in November 2004 which provides deep hyperlinks to Derbyshire County Council Services.		
G1 Development of an Admissions Portal and / or e-enabled telephone contact centre to assist parents, carers and children in their choice of, and application to local schools	Green 30/09/2005	Green 30/09/2005	Green 30/09/2005
	Comment: Derbyshire County Council have primary responsibility for providing education services. We implemented a Derbyshire wide A-Z portal and FAQ system on our web site in November 2004 which provides deep hyperlinks to Derbyshire County Council Services.		
If already 'green' on R1, R2 & G1 above please comment on E1 Agreed baseline and targets for take-up of online schools admissions service and educational attainment of Looked After Children. Otherwise you may leave this row blank.	Comment:		
R3 One stop direct online access and deep linking to joined up A-Z information on all local authority services via website or shared telephone contact centre using the recognised taxonomy of the Local Government Category List (see www.laws-project.org.uk).	Amber 22/11/2004	Green 31/12/2005	Green 31/12/2005
	Comment: We implemented a Derbyshire wide A-Z portal and FAQ system on our web site in November 2004 which provides deep hyperlinks to all members of the Derbyshire Partnership. The A-Z system uses the LGCL, all available links will be in place by Dec 05.		
R4 Local authority and youth justice agencies to co-ordinate the secure online sending, sharing of and access to information in support of crime reduction initiatives in partnership with the local community.	Amber 01/06/2005	Green 31/12/2005	Green 31/12/2005
	Comment: Project to be co-ordinated through the Derbyshire Community Safety Partnership, a secure area on the Partnerships web portal is planned during 2005. In addition the Youth Offending Service is in the process of joining a national secure network allowing criminal justice agencies to exchange secure data.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G2 Empowering and supporting local organisations, community groups and clubs to create and maintain their own information online, including the promotion of job vacancies and events.	Amber 01/02/2005	Amber 01/02/2005	Green 31/03/2006
	Comment: Web site link to tourism Destination Management System and High Peak CVS (Council for Voluntary Services) are currently in place. Sports organisations currently promote their services via pages maintained by the Council.		
If already 'green' on R3, R4 & G2 above please comment on	Comment:		
E2 Agreed baseline and targets for customer satisfaction and efficiency savings between the supplying organisations on shared community information initiatives. Otherwise you may leave this row blank.			
R5 Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily.	Green 30/09/2005	Green 30/09/2005	Green 30/09/2005
	Comment: Agendas, Minutes and Reports have been available on line since October 2001. Daily updates of future diary dates are now available since the launch of the new web site in May 2005.		
R6 Providing every Councillor with the option to have an easy-to-manage set of public web pages (for community leadership purposes) that is either maintained for them, or that they can maintain themselves.	Amber 01/09/2005	Green 31/12/2005	Green 31/12/2005
	Comment: Councillors contact details have been available on line since October 2001. Surgery details and other areas of information have now been published.		
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.	Amber 01/10/2004	Amber 01/10/2004	Green 31/03/2006
	Comment: E-forms software implemented and used for staff and citizen consultation. Citizens panel refreshed in February 2005 with 150 out of 1000 panel members signing up to electronic surveys. The first electronic survey took place in Sept 2005. We have successfully implemented SMS messaging as a new access channel and will extend use as a form of consultation.		
G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).	Amber 01/11/2005	Amber 01/11/2005	Green 31/03/2006
	Comment: Priorities are available on the website, Currently making plans to Web Cast, Area Forums 1st quarter 2006.		
If already 'green' on R5, R6, G3 & G4 above please comment on	Comment:		
E3 Agreed baseline and targets for e-participation activities, including targets for citizen satisfaction. Otherwise you may leave this row blank.			
R7 Online public reporting/applications, procurement and tracking of environmental services, includes waste management and street scene (e.g. abandoned cars, graffiti removal, bulky waste removal, recycling).	Amber 01/04/2003	Green 31/12/2005	Green 31/12/2005
	Comment: Integration between the CRM and Flare has now been achieved, this provides the ability to track specific requests. All customer contact is recorded via the CRM system.		
R8 Online receipt and processing of planning and building control applications.	Amber 15/09/2004	Green 31/12/2005	Green 31/12/2005
	Comment: Can receive online planning applications via the planning portal, implemented September 2004. Additional functionality will be delivered as part of implementation of new e-planning system.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.	Amber 01/09/2004	Green 31/12/2005	Green 31/12/2005
	Comment: Derbyshire wide GIS portal implemented. Plans for a my property GIS facility on the new HPBC web site.		
G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes.	Amber 01/04/2004	Green 31/12/2005	Green 31/12/2005
	Comment: Trading Standards are not a primary function of this Council, however project to be developed with County Council following their adoption of E-Trading Standards Project.		
G7 Use of technology to integrate planning, regulation and licensing functions (including Entertainment Licensing and Liquor Licensing) in order to improve policy and decision-making processes around the prevention of anti-social behaviour.	Amber 01/09/2004	Amber 01/09/2004	Green 31/03/2006
	Comment: New licencing system has been implemented, work is currently underway to integrate this with other systems. Looking to feed data into the Safer Derbyshire Research & Information Team regarding Anti Social Behaviour.		
If already 'green' on R7, R8, G5, G6 & G7 above please comment on E4 Agreed baseline and targets for take-up of planning and regulatory services online, including targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank.	Comment:		
R9 Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.	Amber 01/09/2004	Green 31/12/2005	Green 31/12/2005
	Comment: Contract signed May 2005 for the IDEA Marketplace solution. The project has commenced, solution will be rolled out late 2005.		
G8 Establishment of a single business account (i.e. a cross-departmental 'account' run by the local authority whereby businesses are allocated a unique identifier that can be stored and managed via a corporate CRM account facility supporting face-to-face, website and contact centre transactions).	Amber 01/09/2004	Amber 01/09/2004	Green 31/03/2006
	Comment: Corporate CRM system implemented, an upgrade to this system will provide to additional functionality for recording business accounts also reviewing options for establishment of single business account as part of the current review of core Financial Systems.		
G9 Regional co-operation on e-procurement between local councils.	Amber 01/03/2004	Green 31/12/2005	Green 31/12/2005
	Comment: Part of the Derbyshire E-tendering project and Source Derbyshire Portal. Eight Derbyshire authorities have agreed to work within a Derbyshire Marketplace through the implementation of a single e-procurement solution across the county.		
If already 'green' on R9, G8 & G9 above please comment on E5 Access to virtual e-procurement 'marketplace';	Comment: Contract signed May 2005 for the IDEA Marketplace solution. The project has commenced, solution will be rolled out late 2005.		
E6 Inclusion of Small and Medium Enterprises (SMEs) in e-procurement programme, in order to promote the advantages of e-procurement to local suppliers and retain economic development benefits within local community;	Comment:		
E7 Agreed targets (please specify) for efficiency savings by December 2005, including the % of undisputed invoices paid in 30 days (BVPI 8). Otherwise you may leave these rows blank.	Comment:		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R10 Online facilities to be available to allow payments to the council in ways that engender public trust and confidence in local government electronic payment solutions (e.g. email receipting/proof of payment, supply of automatic transaction ID numbers).	Amber 01/04/2004	Green 31/12/2005	Green 31/12/2005
	Comment: We currently provide E-payment mechanism, automated telephone IVR transactions, and take payments via the CRM and call centre, automatic transaction ID numbers are given to the customer.		
R11 Delivery of 'added value' around online payment facilities, including ability to check Council Tax and Business Rate balances online or via touch tone telephone dialling.	Amber 01/01/2003	Green 31/12/2005	Green 31/12/2005
	Comment: Available but not yet implemented via touch tone dialling.		
G10 Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004
	Comment: E-payment solution implemented following a review of cash collection services. Cash releasing efficiency gains of £35,000 are projected for 2004/2005, through the closure of the cash office, reduced staffing numbers and reduced paper work. We have retained our effective Council Tax collection rate which is currently at 98.4% and increased the number of payment by Direct Debit to 68%.		
G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	Amber 01/01/2003	Amber 01/01/2003	Green 31/03/2006
	Comment: BACSTEL upgrade completed autumn 2005, registration for e-billing will be offered this needs to be promoted to encourage take up.		
If already 'green' on R10, R11, G10 & G11 above please comment on	Comment:		
E8 Provision of facilities for making credit or debit card payments via SMS text message for parking fines (mobile phone).	Comment:		
E9 Adoption of smart cards as standard for stored payments (e.g. replacing swipe cards).	Comment:		
E10 Agreed baseline and targets for reductions in unit costs of payment transactions. Otherwise you may leave these rows blank.	Comment:		
R12 Online renewal and reservations of library books and catalogue search facilities.	Green 22/11/2004	Green 22/11/2004	Green 22/11/2004
	Comment: Primarily a Derbyshire County Council function. DCC has a system in place and the A-Z portal provides deep links to this.		
R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations.	Amber 01/09/2004	Green 31/12/2005	Green 31/12/2005
	Comment: Consultants currently contracted to review options for provision of leisure services. Report to presented early Autumn 05. Online booking facilities will form part of the specification for any provider. On line booking request for some sports facilities is currently being implemented.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G12 Integrated ICT infrastructure and support to ensure the consistent delivery of services across all access channels (e.g. web, telephone, face to face) based on e-enabled back offices and smart card interfaces for council library, sports and leisure services.	Amber 01/04/2004	Amber 01/04/2004	Green 31/03/2006
	Comment: A significant amount of work has been undertaken to upgrade and stabilize our IT infrastructure. Our CRM system is used for all contact by Citizens and future developments will fully integrate web contacts with the CRM. Loyalty card introduced for leisure services this system profiles attendance and spend. Introduction of Smart Cards has be the subject of extensive review by Derbyshire County Council who have advised partnership members that the decision to introduce such a system has been postponed but will be subject to a further review and report in 6 months.		
If already 'green' on R12, R13 & G12 above please comment on E11 Agreed baseline and targets for take-up of library, sports & leisure services online, including targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank.	Comment:		
R14 Online facilities to be available to allow the public to inspect local public transport timetables and information via available providing organisation, including links to 'live' systems for interactive journey planning.	Amber 01/04/2004	Green 31/12/2005	Green 31/12/2005
	Comment: Primarily a Derbyshire County Council Function. Access to online timetable information available via the A-Z portal.		
R15 Online public e-consultation facilities for new proposals on traffic management (e.g. controlled parking zones (CPZs), traffic calming schemes), including publication of consultation survey results.	Amber 01/04/2005	Green 31/12/2005	Green 31/12/2005
	Comment: Primarily a County Council function. DCC is investigating a map based system, deep links will be achieved via the A-Z portal.		
G13 E-forms for parking "contravention mitigation" (i.e. appeal against the issue of a penalty charge notice), including email notification of form receipt and appeal procedures.	Amber 01/04/2004	Amber 01/04/2004	Green 31/03/2006
	Comment: Under development for Council owned car parks via e-forms and the CRM.		
G14 GIS-based presentation of information on roadworks in the local area, including contact details and updated daily.	Amber 01/09/2004	Green 31/12/2005	Green 31/12/2005
	Comment: We will provide a link from our new web site to the East Midland street works online system - EMPRESS a pilot project sponsored by the ODPM.		
If already 'green' on R14, R15, G13 & G14 above please comment on E12 Agreed baseline and targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank.	Comment:		
R16 E-enabled "one stop" resolution of Housing & Council Tax Benefit enquiries via telephone, contact centres, or via one stop shops using workflow tools and CRM software to provide information at all appropriate locations and enable electronic working from front to back office.	Green 09/05/2005	Green 09/05/2005	Green 09/05/2005
	Comment: Benefit enquiries are processed via receptions and the CRM is used to supply information to the back office. Benefit calls are now directed into the contact centre using the CRM technology.		
R17 Online facilities to be available to allow citizens or their agents to check their eligibility for and calculate their entitlement to Housing & Council Tax Benefit and to download and print relevant claim forms.	Amber 01/10/2004	Green 31/12/2005	Green 31/12/2005
	Comment: The Council has procured and implemented the BECS system with 4 other authorities in Derbyshire		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens homes.	Amber 01/04/2004	Amber 01/04/2004	Green 31/03/2006
	Comment: Currently looking to use the BEC's on line calculator via PC or Tablet, funding has been sought from the DWP in conjunction with other partners.		
If already 'green' on R16, R17 & G15 above please comment on	Comment:		
E13 Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals.			
E14 Pre-qualification of Council Tax and Housing Benefit claimants for other eligible entitlements (e.g. school uniform grants, free school meals), including pre-filing of relevant claim forms.	Comment:		
Otherwise you may leave these rows blank.			
R18 Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.	Amber 01/04/2004	Green 31/12/2005	Green 31/12/2005
	Comment: Primarily a function of Derbyshire County Council. However deep links available via A-Z portal. DCC A-Z of Council care services is available on the internet		
R19 Remote web access or mediated access via telephone (including outside of standard working hours availability) for authorised officers to information about individual 'care packages', including payments, requests for service and review dates.	Amber 01/04/2004	Green 31/12/2005	Green 31/12/2005
	Comment: Primarily a function of Derbyshire County Council function.		
G16 Systems to support joined-up working on children at risk across multiple agencies.	Amber 01/12/2004	Amber 01/12/2004	Green 31/03/2006
	Comment: Primarily a function of DCC. The implementation of Framework I is underway. Concern expressed about meeting the March 2006 deadline.		
G17 Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.	Amber 01/12/2004	Amber 01/12/2004	Green 31/03/2006
	Comment: Primarily a DCC function, the approach is being developed around the Single Assessment Process.		
If already 'green' on R18, R19, G16 & G17 above please comment on	Comment:		
E15 Agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVPI 57).			
Otherwise you may leave this row blank.			
R20 Email and Internet access provided for all Members and staff that establish a need for it.	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
	Comment: Following the May 2003 local elections, councillors were provided with Lap Tops and training to enable them to access e-mail, Intranet and Web Services. Similarly e-mail and internet access is provided for all staff where appropriate.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff.	Amber 31/03/2004	Green 31/12/2005	Green 31/12/2005
	Comment: Teleworking has been in place for the last few years for selected senior members of staff. A formal homeworking pilot using a group of staff from Environment and Health began in Spring 2004. Evaluation of this pilot has resulted in a documented policy.		
R22 Access to home/remote working facilities to all council members and staff that satisfy the requirements set by the Council's published home/remote working policy.	Amber 31/03/2004	Green 31/12/2005	Green 31/12/2005
	Comment: Teleworking has been in place for the last few years for selected senior members of staff. A formal homeworking pilot using a group of staff from Environment and Health began in Spring 2004. Evaluation of this pilot has resulted in a documented policy.		
G18 Establishment of e-skills training programme for council members and staff with recognised basic level of attainment (e.g. European Computer Driving Licence, British Computer Society Qualification "e-Citizen").	Green 01/03/2003	Green 01/03/2003	Green 01/03/2003
	Comment: ECDL programme adopted last year with the intention that all employees will attain this basic level of accreditation.		
If already 'green' on R20, R21, R22 & G18 above please comment on E16 Agreed targets for baseline and efficiency savings arising from the introduction of new ways of working. Otherwise you may leave this row blank.	Comment:		
R23 Self-service or mediated access to all council services outside standard working hours via the Internet or telephone contact centres (i.e. available for extended hours outside of 9am-5pm Monday to Friday).	Green 01/11/2004	Green 01/11/2004	Green 01/11/2004
	Comment: Call centre hours extended on the 1 November 2004 from 8am to 8pm. Livability pilot 24/7 reporting for street scene 1 November 2004.		
R24 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.	Amber 01/09/2004	Green 31/12/2005	Green 31/12/2005
	Comment: Each service area has a nominated Content Co-ordinator to manage information, these co-ordinators meet on a regular basis and regular reviews for each service area are conducted. A devolved content management system is in place for the Councils A-Z's both for the Derbyshire Portal and the CRM System, training has been cascaded throughout service areas across the Council.		
G19 Adoption of ISO 15489 methodology for Electronic Document Records Management (ERDM) and identification of areas where current records management policies, procedures and systems need improvement to meet the requirements of Freedom of Information (FOI) and Data Protection legislation (see www.pro.gov.uk/about/foi/map-local.rtf).	Amber 01/12/2004	Amber 01/12/2004	Green 31/03/2006
	Comment: We are following the principles of the ISO standard within our corporate approach to records management to meet the needs of the Freedom of Information Act and Data Protection Legislation. We are also currently reviewing software products, in conjunction with the review of business processes.		
G20 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI).	Green 02/05/2005	Green 02/05/2005	Green 02/05/2005
	Comment: Conformance was achieved when the new web site was launched.		
G21 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk).	Green 02/05/2005	Green 02/05/2005	Green 02/05/2005
	Comment: Conformance was achieved when the new web site was launched.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<p>If already 'green' on R23, R24, G19, G20 & G21 above please comment on</p> <p>E17 Agreed baseline and targets for efficiency savings based around improved accessibility of services and information.</p> <p>Otherwise you may leave this row blank.</p>	Comment:		
<p>R25 Online publication of Internet service standards, including past performance and commitments on service availability.</p>	Green 30/09/2005	Green 30/09/2005	Green 30/09/2005
Comment: Conformance is part of the design of the new Web site.			
<p>R26 Monitoring of performance of corporate website, or regional web portal, between 2003/04 and 2005/06 in order to demonstrate rising and sustained use, as measured by industry standards including page impressions and unique users.</p>	Green 01/05/2005	Green 01/05/2005	Green 01/05/2005
Comment: In light of the clarification on recording unique visitors we currently can not provide the historical data, however a Web trends package has now implemented, and regular reports are received from the Derbyshire A-Z portal.			
<p>G22 Establishment of internal targets and measures for customer take-up of e-enabled access channels.</p>	Green 01/05/2005	Green 01/05/2005	Green 01/05/2005
Comment: Monitoring achieved			
<p>G23 Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk).</p>	Green 02/05/2005	Green 02/05/2005	Green 02/05/2005
Comment: Conformance was achieved when the new web site was launched.			
<p>If already 'green' on R25, R26, G22 & G23 above please comment on</p> <p>E18 Agreed baseline and take-up targets for migration of local authority business to e-access channels (e.g. web, telephone contact centres, Interactive Digital TV, mobile telephone) by 2005/06, including efficiency savings.</p> <p>Otherwise you may leave this row blank.</p>	Comment: We are currently building up history on web, call centre and texting to establish a baseline for 2005/06. Targets for 2006/07 onwards will be established in Spring 2006.		
<p>R27 Systems in place to ensure effective and consistent customer relationship management across access channels and to provide a 'first time fix' for citizen and business enquiries, i.e. using a common database, which holds customers records, to deliver services across different channels, and enabling joined-up and automated service delivery.</p>	Green 01/11/2004	Green 01/11/2004	Green 01/11/2004
Comment: CRM system and call centre implemented 01/04/2003. Face to Face, emails, telephone contact and SMS text messages all recorded via CRM.			
<p>R28 All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.</p>	Amber 01/04/2003	Green 31/12/2005	Green 31/12/2005
Comment: All emails to corporate email addresses are recorded via the CRM and receive unique reference number. Following implementation of new Web site all web forms are being directed to customer services and recorded via the CRM.			
<p>R29 100% of email enquiries from the public responded to within one working day, with documented corporate performance standards for both email acknowledgements and service replies.</p>	Amber 01/04/2003	Green 31/12/2005	Green 31/12/2005
Comment: CRM and contact centre implementation meet this standard. Corporate standards are currently being produced and will be implemented in 2005.			

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<p>G24 Integration of customer relationship management systems with back office activity through use of enabling technology such as Workflow to create complete automation of business process management.</p>	Amber 01/04/2003	Amber 01/04/2003	Green 31/03/2006
<p>G25 Facilities to support the single notification of a change of address, i.e. a citizen should only have to tell the council they have moved on one occasion and the council should then be able to update all records relating to that person to include the new address.</p>	Amber 01/04/2003	Amber 01/04/2003	Green 31/03/2006
<p>If already 'green' on R27, R28, R29, G24 & G25 above please comment on</p> <p>E19 Agreed baseline and improvement targets for the percentage of public enquiries about council services resolved at first point of contact and efficiency savings resulting from investment in customer relationship management and workflow technology.</p> <p>Otherwise you may leave this row blank.</p>	<p>Comment: CRM system in place which provides management information about % dealt with at 1st point of contact our target is to deal with 80%.</p>		

Section 2 - Change Management (self-assessment)

Authorities are asked to provide information on advisory good practice outcomes relating to the internal organisation and management practices of the council that are required to help deliver the people, systems and service management changes necessary for e-government. Information supplied here will be used to inform national policy, but does not fall within the remit of the December 2005 target.

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> Appointment of people to the following key local e-government functions in your Council (see http://www.idea-knowledge.gov.uk/idk/aio/206757): 			
i) Member & officer e-champions	Green 31/03/2003	Green 31/03/2003	Green 31/03/2003
	Comment: We have had committed officer and member e-champions since the beginning of the IEG process. The e-government member champion holds the corporate portfolio and is chair of the Modernisation Board.		
ii) e-government programme manager	Green 31/03/2003	Green 31/03/2003	Green 31/03/2003
	Comment: The e-government programme has always been corporately managed by a board which includes the corporate management team. However since April 2004 we also have an identified e-government programme management.		
iii) customer services management	Green 01/10/2002	Green 01/10/2002	Green 01/10/2002
	Comment: A dedicated corporate customer service team managed by a Customer Relations Manager was established on the 1 October 2002		
<ul style="list-style-type: none"> Inclusion of competency development of the above key functions and training for staff affected by e-Government projects, within the Council's workforce development planning (for more information about the e-capacity Building Programme see http://www.lamip.org/MicroSites/eCapacityBuilding/Pages/TemplateUser.aspx?PageType=StandardContent&XSL=standardcontent&Key=1) 	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004
	Comment: Competency development of the above functions and training for staff forms part of the customer service team and management training programmes.		
<ul style="list-style-type: none"> Establishment of an e-delivery programme board 	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004
	Comment: The e-government programme has always been corporately managed by a board which includes the corporate management team.		
<ul style="list-style-type: none"> Use of formalised programme & project management methodologies (e.g. PRINCE2, MSP) to support e-delivery programme 	Amber 01/01/2004	Amber 01/01/2004	Green 31/03/2006
	Comment: A cut-down version of PRINCE-2 was piloted in 2003 and rolled out across the council in 2004. A PRINCE-2 training programme was delivered to all Senior Managers, Business Managers and Elected Members during August 2005. This provided formal methods, tools and techniques. The Method, tools and templates are available on line.		

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures 	Green 01/01/2004	Green 01/01/2004	Green 01/01/2004
<p>Comment:We have a documented and agreed corporate Risk Management Strategy. Project risk management is included in all PID's and is reviewed as part of the project life cycle and in reports to the e- programme board.</p>			
<ul style="list-style-type: none"> Use of customer consultation/research to inform development of corporate e-government strategy 	Amber 01/03/2002	Green 31/12/2005	Green 31/12/2005
<p>Comment:Initial consultation formed part of the Best Value Review of Customer Services and development of the Customer Services Strategy. Regular ongoing consultation occurs via the citizens panel.</p>			
<ul style="list-style-type: none"> Establishment of policy for addressing social inclusion within corporate e-government strategy 	Green 01/11/2004	Green 01/11/2004	Green 01/11/2004
<p>Comment:The Councils corporate plan addresses social inclusion and we have developed a social inclusion strategy which is available on the Web site. This strategy aims to ensure that services are accessible to all and that we treat all citizens fairly and equally we have attained Level 2 of the Equality Standard. The call centre offers accurate consistent service access to all sections of the borough. Our Web strategy is designed to offer a wide range of interactive services and meet the government accessibility standards. We have introduced an SMS access route to improve access for people who are deaf or hard of hearing and to encourage younger people to contact the council. SMS is a cost effective means of contacting the Council.</p>			
<ul style="list-style-type: none"> Identification of the specific needs of the most disadvantaged groups and exploring how Information Communication Technologies (ICT) can help to address these needs (see http://www.socialexclusion.gov.uk/page.asp?id=583) 	Red 30/11/2005	Red 30/11/2005	Amber 01/01/2006
<p>Comment:The Council will review this to ensure that our social inclusion strategy and ICT strategy has addressed this.</p>			
<ul style="list-style-type: none"> Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act), including information sharing and data quality audit procedures 	Green 01/11/2004	Green 01/11/2004	Green 01/11/2004
<p>Comment:Lead officer appointed November 2004 with specific remit of FOI and related legislation e.g. DPA and EIR</p>			
<ul style="list-style-type: none"> Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework (see http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf & http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf) and designation of an Information Sharing Officer 	Amber 01/09/2004	Green 31/12/2005	Green 31/12/2005
<p>Comment:Existing data sharing protocol is being revised to include recent legislative changes. Currently being circulated and due to be approved early in 2005.</p>			
<ul style="list-style-type: none"> Establishment of partnerships for the joint (aggregated) procurement of broadband services 	Red 01/06/2005	Amber 31/12/2005	Green 31/03/2006
<p>Comment:Not started. Planning to evaluate in late 2005 i.e. after majority of e-programme implemented in first half of 2005.</p>			
<ul style="list-style-type: none"> Engagement with intermediaries re addressing issues of take up and efficiency in the delivery of e-government services (e.g. Citizens Advice Bureaux) and including intermediaries component of Government Connect (see http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf & http://www.govconnect.gov.uk/ccm/portal) 	Amber 01/04/2002	Green 31/12/2005	Green 31/12/2005
<p>Comment:CAB are engaged at a local and county level in the e government partnership. They are assisting as agents to validate the ease of use and information provided via the A-Z portal. They have also offered to assist as agents for supply of services e.g benefits entitlements</p>			






Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> Compliance with BS 7799 on information security management 	Red 01/06/2005	Amber 31/12/2005	Amber 31/12/2005
Comment: Not started. Planning to evaluate in late 2005 i.e. after majority of e-programme implemented in first half of 2005.			
<ul style="list-style-type: none"> Implementation of Benefits Realisation Plan for delivery of local e-government programme strategic objectives 	Amber 01/11/2004	Amber 01/11/2004	Amber 01/11/2004
Comment: We have implemented officer and member working groups to formalise this process in 2005, to enable assessment of returns on investment and efficiency gains.			
<ul style="list-style-type: none"> Completion of mapping of Local Government Services List transactions against approved security levels (0-3) (see http://www.esd.org.uk/standards/lgs/lgs.doc & http://www.authentication.org.uk/levels.asp & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc) 	Amber 01/03/2003	Amber 01/03/2003	Amber 01/03/2003
Comment: Due to sign up to risk assessment programme so will be done by consensus by Sept 05.			
<ul style="list-style-type: none"> Planned compliance to HMG Security and authentication frameworks through commitment to citizen, employee and volunteer account registration in Government Connect (see http://www.govconnect.gov.uk/ccm/portal) 	Red 01/06/2005	Amber 31/12/2005	Amber 31/12/2005
Comment: Registered for Government Connect, being evaluated by Derbyshire Partnership.			
<ul style="list-style-type: none"> Compliance with an independent trust scheme approval process designed to provide assurance for individuals and companies using or relying upon e-business transactions (see www.tscheme.org) and which will work with Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) 	Red 01/06/2005	Amber 31/12/2005	Amber 31/12/2005
Comment: Not started. Planning to evaluate in late 2005 i.e. after majority of e-programme implemented in first half of 2005.			
<ul style="list-style-type: none"> Use of Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) to support: <ul style="list-style-type: none"> i) personalisation & registration for services categorised at security levels '0' and '1' through the citizen account ii) adoption of Unique IDentifiers (UIDs) and associated standards, as designated in Government Connect iii) the bereavement journey & closing of accounts (see http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp) iv) citizen & business authentication for services for services categorised at security levels 0-3 			
	Amber 01/10/2005	Amber 01/10/2005	Green 31/03/2006
Comment: Registered for Government Connect, being evaluated by Derbyshire Partnership. Unsure about achieving completion dates.			
	Amber 01/10/2005	Amber 01/10/2005	Green 31/03/2006
Comment: Registered for Government Connect, being evaluated by Derbyshire Partnership. Unsure about achieving completion dates.			
	Amber 01/10/2005	Amber 01/10/2005	Green 31/03/2006
Comment: Registered for Government Connect, being evaluated by Derbyshire Partnership. Unsure about achieving completion dates.			

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
v) registration & authentication of employees for internal and cross-agency services	Amber 01/10/2005	Amber 01/10/2005	Green 31/03/2006
	Comment: Registered for Government Connect, being evaluated by Derbyshire Partnership. Unsure about achieving completion dates.		
vi) corporate approach to collection of e-payments	Amber 01/10/2005	Amber 01/10/2005	Green 31/03/2006
	Comment: Registered for Government Connect, being evaluated by Derbyshire Partnership. Unsure about achieving completion dates.		
vii) cross agency secure transactions (Government to Government)	Amber 01/10/2005	Amber 01/10/2005	Green 31/03/2006
	Comment: Registered for Government Connect, being evaluated by Derbyshire Partnership. Unsure about achieving completion dates.		
viii) account structures for citizens, businesses, property, voluntary & community bodies, schools and parishes	Amber 01/10/2005	Amber 01/10/2005	Green 31/03/2006
	Comment: Registered for Government Connect, being evaluated by Derbyshire Partnership. Unsure about achieving completion dates.		
ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local Area Agreements (where in place)	Amber 01/10/2005	Amber 01/10/2005	Green 31/03/2006
	Comment: Registered for Government Connect, being evaluated by Derbyshire Partnership. Unsure about achieving completion dates.		
x) GC Register (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Amber 01/10/2005	Amber 01/10/2005	Green 31/03/2006
	Comment: Registered for Government Connect, being evaluated by Derbyshire Partnership. Unsure about achieving completion dates.		
xi) GC Exchange (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Amber 01/10/2005	Amber 01/10/2005	Green 31/03/2006
	Comment: Registered for Government Connect, being evaluated by Derbyshire Partnership. Unsure about achieving completion dates.		
● Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) back office connection in place (Department Interface Server)	Amber 01/03/2005	Amber 01/03/2005	Green 31/03/2006
	Comment: Feasibility study currently being undertaken as a Derbyshire Partnership project led by Derby City Council, based on financial sustainability of the scheme. We are awaiting outcomes and will look to implement an authentication scheme that will follow these standard security levels.		
● Enable Directgov (see www.direct.gov.uk) to deeplink into service pages on local authority websites, by providing & maintaining URL data, based on Local Government Service & Interaction lists, standard schemas and formats, as directed by the Local Directgov programme (see http://www.localgov.gov.uk/localdirectgov/ieg5)	Green 09/12/2005	Green 09/12/2005	Green 09/12/2005
	Comment: Initial request for URL's completed.		

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<ul style="list-style-type: none"> Reciprocal connection to Directgov (see http://www.direct.gov.uk) from corporate website and partnership portal(s) 	Green 01/03/2004	Green 01/03/2004	Green 01/03/2004
Comment: Link available from the Councils Web site and the Derbyshire portal.			
<ul style="list-style-type: none"> Introduction of Digital Interactive TV services (see http://www.digitv.org.uk) 	Red 30/11/2005	Red 30/11/2005	Red 30/11/2005
Comment: This access channel was reviewed by the Derbyshire Partnership and a decision was made not to proceed at that point in time.			
<ul style="list-style-type: none"> Establishment of dedicated telephone contact centre(s) services 	Green 01/03/2003	Green 01/03/2003	Green 01/03/2003
Comment: Dedicated telephone contact centre opened in March 2003.			
<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) 	Green 31/12/2004	Green 31/12/2004	Green 31/12/2004
Comment: Lead officer appointed in November 2004. Business process agreed and awaiting executive approval by 16/12/2004. Readiness training underway and planned to complete by 31/12/2004.			
<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) 	Green 01/11/2004	Green 01/11/2004	Green 01/11/2004
Comment: Fully compliant BS 7666 LLPG with fully cleansed data in place. Regularly maintained and transmitted to the NLPG HUB Weekly.			
<ul style="list-style-type: none"> Local Land & Property Gazetteer (LLPG) linked to Customer Relationship Management (CRM) systems 	Green 01/03/2003	Green 01/03/2003	Green 01/03/2003
Comment: LLPG linked to CRM .			
<ul style="list-style-type: none"> Connection to National Land Information Service (NLIS) at Level 3 (see http://www.nlis.org.uk) 	Amber 01/06/2004	Amber 01/06/2004	Green 31/03/2006
Comment: We are currently at Level 2, Level 3 will be achieved with the implementation of the new planning system.			
<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) 	Amber 01/04/2004	Green 31/12/2005	Green 31/12/2005
Comment: Primarily a function of DCC, will be achieved via Deep Linking from the Derbyshire A-Z portal.			

Section 3 - BVPI 157

Councils are asked to complete the following table using the definition of Best Value Performance Indicator (BVPI) 157 for Electronic Service Delivery (Corporate). You are required to validate your local list of interactions against Version 2.01 of the Local Government Services List (LGSL) developed by local authority members of the esd-toolkit (www.esd-toolkit.org). All totals and percentages shown should be cumulative.

BVPI 157 Interaction Type	Forecast average IEG4.5 % e-enabled position at 31 December 2005	Actual				Forecast
		01/02 	02/03 	03/04 	04/05 	05/06 
Providing information: ● Total types of interaction e-enabled ● % e-enabled	99 %	● 46 ● 15.70 %	● 64 ● 21.84 %	● 218 ● 74.40 %	● 256 ● 87.37 %	● 276 ● 94.20 %
Collecting revenue: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 2 ● 50.00 %	● 2 ● 50.00 %	● 3 ● 75.00 %	● 4 ● 100.00 %	● 4 ● 100.00 %
Providing benefits & grants: ● Total types of interaction e-enabled ● % e-enabled	96 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 1 ● 33.33 %	● 2 ● 66.67 %	● 2 ● 66.67 %
Consultation: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 7 ● 29.17 %	● 8 ● 33.33 %	● 19 ● 79.17 %	● 20 ● 83.33 %	● 21 ● 87.50 %
Regulation (such as issuing licenses): ● Total types of interaction e-enabled ● % e-enabled	94 %	● 0 ● 0.00 %	● 1 ● 2.94 %	● 3 ● 8.82 %	● 4 ● 11.76 %	● 5 ● 14.71 %
Applications for services: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 10 ● 6.33 %	● 14 ● 8.86 %	● 89 ● 56.33 %	● 113 ● 71.52 %	● 129 ● 81.65 %
Booking venues, resources & courses: ● Total types of interaction e-enabled ● % e-enabled	93 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 1 ● 20.00 %	● 1 ● 20.00 %
Paying for goods & services: ● Total types of interaction e-enabled ● % e-enabled	95 %	● 3 ● 6.00 %	● 11 ● 22.00 %	● 35 ● 70.00 %	● 48 ● 96.00 %	● 48 ● 96.00 %
Providing access to community, professional or business networks: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 2 ● 16.67 %	● 2 ● 16.67 %	● 5 ● 41.67 %	● 6 ● 50.00 %	● 8 ● 66.67 %
Procurement: ● Total types of interaction e-enabled ● % e-enabled	95 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 1 ● 25.00 %	● 1 ● 25.00 %	● 1 ● 25.00 %
Total: ● Total types of interaction e-enabled ● % e-enabled	98 %	● 70 ● 11.93 %	● 102 ● 17.38 %	● 374 ● 63.71 %	● 455 ● 77.51 %	● 495 ● 84.33 %

Section 4 - Access Channel Take-Up

In order to demonstrate public take-up of the main e-access channels that you are investing in, you are asked to complete the table below detailing actual and forecast figures for numbers of e-enabled payment transactions and change of address notifications. Planning authorities should also complete the Local Service Website line for planning applications. It is important that e-access channel investment and rollout also facilitates accompanying improvements in the corporate management capability required to monitor and collect such statistics. Click on the light bulb icons for industry definitions of page impressions and unique users.

E-enablement & Main E-Access Channel Take-Up	Actual		Forecast		
	03/04	04/05	05/06	06/07	07/08
Local Service Websites					
• Page impressions (annual)	649,000	894,000	1,078,000	1,136,000	1,336,000
• Unique users, i.e. separate individuals visiting website (annual)	56,000	70,000	88,000	108,000	130,000
• Number of e-enabled payment transactions accepted via website	0	1,800	1,888	1,971	2,050
• Number of change of address notifications accepted via website	0	0	0	0	0
• Number of planning applications accepted via website (including through the Planning Portal)	0	1	12	50	100
	<p>Comment: Website usage has increased significantly over the last year and has exceeded our IEG3 estimates for 03/04. The 04/05 figure is based on the half year figure of 447,235. In light of clarification on recording the unique user figures, these figures will be estimates until implementation of the new website in May 2005. We have no figures for change of address notification as we are implementing this in 2005 via the new Website and CRM, once a baseline figure is available we will be able to forecast future growth. Forecast for web payments anticipated at 50% of the reduction of face to face payments</p>				
Telephone <i>(i.e. telephone interactions where officers can access electronic information and/or update records on-line there and then, including interactions in contact centres)</i>					
• Number of e-enabled payment transactions accepted by telephone	0	12,802	12,889	12,973	13,052
• Number of change of address notifications accepted via telephone	0	0	0	0	0
	<p>Comment: Payments include those taken via the call centre and the automated payment line forecast for telephone payments is anticipated at 50% of the reduction for face to face payments. We have no figures for change of address notification as we are implementing this in 2005 via the new Website and CRM, once a baseline figure is available we will be able to forecast future growth.</p>				
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</i>					

E-enablement & Main E-Access Channel Take-Up	Actual		Forecast		
	03/04	04/05	05/06	06/07	07/08
<i>interactions at reception desks, One Stop Shops & home visits)</i>					
● Number of e-enabled payment transactions accepted via personal contact	0	3,504	3,329	3,162	3,004
● Number of change of address notifications accepted via personal contact	0	0	0	0	0
	Comment: The forecast for payment is assuming a 5% reduction per year. We have no figures for change of address notification as we are implementing this in 2005 via the new Website and CRM, once a baseline figure is available we will be able to forecast future growth.				
Other Electronic Media <i>(e.g. BACS, text messaging)</i>					
● Number of e-enabled payment transactions accepted via BACS	268,148	287,150	289,361	291,462	293,457
● Number of e-enabled payment transactions accepted via text message or other electronic form	0	0	0	0	0
● Number of change of address notifications accepted via other electronic media	0	0	0	0	0
	Comment: Payments forecast anticipated inline with the 5% reduction in receipt of cheques. We have no figures for change of address notification as we are implementing this in 2005 via the new Website and CRM, once a baseline figure is available we will be able to forecast future growth.				
Non Electronic <i>(e.g. cash office, post)</i>					
● Number of payments accepted by cheque or other non-electronic form	61,762	44,219	42,008	39,907	37,912
● Number of change of address notifications accepted via non-electronic form	0	0	0	0	0
	Comment: The relatively high figure for payments accepted by cheque or other non electronic form reflects all payment to the council including rents, misc. payments etc. We have anticipated a 5% decrease per year but are hoping this will be higher. We have no figures for change of address notification as we are implementing this in 2005 via the new Website and CRM, once a baseline figure is available we will be able to forecast future growth.				

Section 5 - Local e-Government Implementation Expenditure

Councils are asked to provide a summary of current and forecast expenditure on implementing electronic government up to 2007/08. This should include the standard elements in the table below and brief commentary on the use of IEG money. For 2005/6 onwards, please include best estimates of revenue and capital expenditure even though the council may not yet have officially approved the budgets. (Please note that implementing e-government expenditure refers to investment designed to e-enable local services and to transform their accessibility, quality and cost-effectiveness in line with the 2005 target. Cyclical spend related to the maintenance of the existing ICT infrastructure should not be included):

Programme Resource	Backward Look (£)		Forward Look (£)		
	01/02 to 03/04	04/05	05/06	06/07	07/08
• IEG capital grant	400,000	350,000	150,000		
	Comment:				
• ODPM Local e-Government Support & Capacity Programme capital grant	0	0	0	0	0
	Comment:				
• your council's nominal pro rata share of ODPM Local e-Government Partnership Programme capital grant allocated in your area	166,000	0	0	0	0
	Comment: Derbyshire Partnership				
• financial contribution from public-private partnerships	0	0	0	0	0
	Comment:				
• resources being applied from internal revenue and capital budgets to implement e-government	903,000	581,000	915,000	510,000	510,000
	Comment: Development Fund, Technical Fund, RCCO and Capital receipts				
• other resources (e.g. training) (please specify)	0	0	0	0	0
	Comment:				
• ODPM e-Innovations Fund capital grant	0	0	0	0	0
	Comment:				
• financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB), EU funding	238,000	21,326	0	0	0
	Comment: ISB4				
TOTAL	1,707,000	952,326	1,065,000	510,000	510,000

Section 6 - Local e-Government Programme Efficiency Gains

The calculation of efficiency gains from local e-government has been designed to align with the approach to measuring achievement against the efficiency gains target set out in the January 2005 Efficiency Technical Note (ETN) for Local Government. Links to listed websites in the table Notes also offer a key source of support in calculating figures.

	Backward Look (£)		Forward Look (£)					
	04/05		05/06		06/07		07/08	
Efficiency Gains	Annual gain	...of which cashable	Expected annual gain	...of which cashable	Expected annual gain	...of which cashable	Expected annual gain	...of which cashable
Corporate services, of which:								
• e-recruitment	0	0	20,000	10,000	25,000	15,000	25,000	15,000
	Comment: Recruitment to be dealt with via customer services							
• e-payments	62,538	62,538	63,000	63,000	64,000	64,000	65,000	65,000
	Comment: Closure of cash offices, introduction of swipe cards and telephone payments.							
• corporate services efficiencies not covered above	0	0	0	0	0	0	0	0
	Comment: No other corporate efficiencies that relate directly to electronic government that have not been covered else where have been identified.							
e-Procurement, of which:								
• Service specific	0	0	0	0	0	0	0	0
	Comment: Not yet identified service specific gains.							
• Cross-cutting e-procurement efficiencies not covered above	1,100	1,100	32,900	0	52,900	0	92,900	0
	Comment: Consolidated invoices for corporate express BT and others has resulted in efficiency gains. We have also signed up for the IDeA Market place solution however we do not know what the long term benefits will be, we are anticipating savings of £20,000 for 05/06, £40,000 for 06/07 and £80,000 for 07/08. These have not been included in our AES however we expect some of the saving to come from the administration review by having the e-procurement solution.							
Productive time, of which:								

	Backward Look (£)		Forward Look (£)					
	04/05		05/06		06/07		07/08	
Efficiency Gains	Annual gain	...of which cashable	Expected annual gain	...of which cashable	Expected annual gain	...of which cashable	Expected annual gain	...of which cashable
• Service specific	0	0	0	0	0	0	0	0
	Comment:							
• Cross-cutting productive time efficiencies not covered above	74,344	0	158,600	0	164,100	0	169,600	0
	Comment: Includes Homeworking, New Server Room, Citrix go assist, service request systems, increased number of PC's maintained by same staff and ICT service provision for 8-8 services							
Transactions	67,690	0	301,300	0	326,600	0	333,400	0
	Comment: Includes Dip and Work flow for Council Tax and Benefits, 8-8 Call High Peak, Derbyshire Partnership, using email for citizens panel surveys.							
Miscellaneous efficiencies not covered above	0	0	0	0	0	0	0	0
	Comment: All covered above							
TOTAL EFFICIENCY GAINS - GROSS	205,672	63,638	575,800	73,000	632,600	79,000	685,900	80,000
LESS e-government implementation expenditure	952,326		1,065,000		510,000		510,000	
	Comment:							
TOTAL EFFICIENCY GAINS - NET	-,746,654		-,489,200		122,600		175,900	