

# Allerdale Borough Council - IEG4

## Local Context

Allerdale Borough Council recognises the importance of the eGovernment agenda in improving the quality of, access to, and efficiency of our services.

A key element of our eGovernment programme has been the development of a new Customer Service Strategy linked to our vision 'Allerdale - a great place to live, work and visit'.

Some key elements of the Customer Services Strategy include:

- Placing the customer at the heart of everything the Council does.
- Providing a choice of access channels that conveniently suit the customer's needs.
- Taking ownership of all requests for service and issues.
- Getting things right first time.
- Delivering continuity and consistency of service.
- Adequately trained and supported staff that are empowered to take control.
- Taking customer consultation seriously, and feeding the results back into the service improvement process
- Being honest and open.

Following the appointment of a strategic manager with responsibility for customer service the organisational structure is moving towards a 'customer-centric' front office approach to delivering services. We aim to resolve 75% of transactions at the initial point of contact, and will ensure that issues passed to back office teams are fully managed and owned.

ABC recognizes the important role that the eGovernment agenda and programme will play in helping us achieve efficiency savings in line with the Gershon report. We have already embarked on a process mapping and redesign project, involving all services, to reengineer and in some cases eliminate current working practices.

ABC is committed to improve the accessibility of services to all our customers through a range of channels, predominantly Internet, telephone, and face to face through our customer service centres.

On-line access to services has a key role to play, not just by delivering direct to customers via the Internet, but in providing our staff with the information tools they require to assist the public via more traditional channels. Our recently redeveloped transactional website provides customers with access to a range of services, and in conjunction with our intranet provides our staff with an invaluable information resource.

Significant progress has been made through IEG1, IEG2 and IEG3 towards providing the infrastructure necessary to enable us to deliver the improvements and efficiencies we require. We have undertaken a programme to renew and upgrade back-office systems including Revenues and Benefits, Land and Property (planning, building control, land charges and environmental health), Licencing (in-line with changing legislation), Finance and Contract/Environmental services. New systems implemented include Electronic Payments, Decriminalised Parking Enforcement, Democratic Services and Citizen Authentication.

In 2005/06 Key enablers and corporate systems to be implemented include Corporate Gazetteer, Citizen Relationship Management (CRM) & Document Management (DM) and Telephony. The organisation has made significant investments in IT systems and infrastructure over and above that funded by LGOL IEG.

We have also worked within the West Cumbria Partnership to implement the LGOL funded web-based GIS and spatial database systems.

ABC will engage with National Projects as appropriate to meet our requirements and needs, to enable us to take maximum advantage from their outputs and learning.

ABC is a member of the Connected Cumbria Partnership and NWECC (current acting chair).

The Connected Cumbria Partnership (CCP) is one of the longest established sub-regional coalitions for the delivery of service modernisation, and is particularly unique in its inclusive nature - inviting participation from across the public and not-for-profit sectors of the county. At the core of the coalition are the county and district councils who, through subscription, support a permanent eGovernment Unit staffed by the partnership programme manager and assistant. Associate members of the partnership invited to participate in the programme board include the Cumbria Broadband Initiative, the county Fire Service, the Constabulary, Cumbria Tourist Board (CTB), Cumbria Alliance of Local Councils, Alston Cybermoor, as well as the Lake District National Park, National Health and representatives of Voluntary Action Cumbria.

Cumbria presents its own singular challenges in terms of the delivery of services to citizens, workers and visitors, and the partnership's maxim "Reaching Out to the Community; Attacking Exclusion in Cumbria" reflects the desire to confront issues brought about by remoteness, rurality and economic decline.

To this end CCP has conducted extensive synergy and gap analysis exercises, across participating member organisations, in order to determine the areas of work offering the greatest potential for efficiency and effectiveness for joint delivery. These initiatives are intended not only to achieve priority service requirements, BVPI ticks or to address issues highlighted by Gershon, but to better serve the needs of Cumbrian people and citizens of the North West more broadly.

In looking beyond the borders of the county, the partnership has sought to work closely with the North West eGovernment Group (NWeGG), with partner representatives contributing to a number of steering groups and boards currently guiding initiatives in the region.

CCP has become the vehicle through which Cumbrian authorities share best practice and achieve the most notable savings in terms of their ability to negotiate on county wide solutions. Partners have learnt a great deal in terms of realising successful joint initiatives through an iterative approach to cooperative working which has developed a proven method for delivery of business benefits and reduced risk, based on a foundation of inter-organisational trust. A conviction in the practical benefits of partnership working has allowed CCP to ride out a number of issues which, without a history of success, could have threatened its continuance.

A reward for this dedication has been the successful acquisition of funding for a number of initiatives which have now been successfully completed, including the procurement of systems for CMS, workflow and online forms, and the creation of solutions for business development (working with BusinessLink Cumbria) and in support of a National Project Product (Syndication for LGOL-Net, with CTB, funded by NWeGG). Particularly with the latter two projects, CCP has been keen to deliver benefits to others outside the traditional sector and geographic boundaries of its own core partners and the solutions have been either rights-free or gifted to other appropriate organisations.

The benefit of experience gained through CCP initiatives is feeding in to the major ISB4 funded project for the Cumbria Information Hub, which will now deliver a sub-regional LGOL-Net network for service transaction between the two tiers of government in the county. This project, on target to deliver by May 2005, will not only provide a ground breaking example of sub-regional collaboration toward eGovernment targets, but will also provide the foundation layer for numerous future initiatives, not only sub-regionally but within individual authorities and potentially in the North West region and nationally.

## 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 and will inform the release of IEG capital funding in 2005/06

Outcome & Transformation Area Description	Current Status	Anticipated status at 31/03/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
<b>R1</b> 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 01/11/2004	Green 30/03/2005	Green 30/03/2005	Green 30/03/2005
	Allerdale Borough Council (ABC) will be implementing 'deep linking' to County Council website where appropriate using the Directory of Services developed as part of the Cumbria Information Hub ISB4 project. This is currently being undertaken and managed by the Connected Cumbria Partnership (CCP).  County comment - Currently under Investigation. School places team is currently reviewing the school's admission process.			
<b>R2</b> Online access to information about educational support services that seek to raise the educational attainment of Looked After Children.	Amber 01/11/2004	Green 30/03/2005	Green 30/03/2005	Green 30/03/2005
	As R1 above.  County - Online access to information about educational support services is available to all internal staff through the intranet. It is expected that this information will be available to the internet by Spring 2005.			
<b>G1</b> Development of an Admissions Portal and / or e-enabled telephone contact centre to assist parents, carers and children in their choice of, and application to local schools	Amber 01/11/2004	Green 30/03/2005	Green 30/03/2005	Green 30/03/2005
	As R1 above.  County - We have the Capita's EMS online admissions software. We are currently in the planning stages.			
If already 'green' on R1 , R2 & G1 above please comment on				
<b>E1</b> 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.				
<b>R3</b> 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 <a href="http://www.laws-project.org.uk">www.laws-project.org.uk</a> ).	Amber 01/11/2004	Green 30/03/2005	Green 30/03/2005	Green 30/03/2005
	ABC is implementing a fully transactional website for completion end of March 2005. This includes the deep linking and directory of services being implemented as part of the Cumbria Hub project. The directory of services will be categorised according to the LGCL and local taxonomies.  ABC is also planning to implement distributed customer service centres during 2005, as part of our new Customer Service Strategy.			
<b>R4</b> Local authority and youth justice agencies to co-ordinate the secure online sending, sharing of and access to information in support of crime reduction initiatives in partnership with the local community.	Green 10/03/2003	Green 10/03/2003	Green 10/03/2003	Green 10/03/2003
	ABC is actively involved in the local Crime Reduction Partnership, and publishes appropriate information on the ABC website.  Further information & links will be provided in future as part of the Directory of Services project (including deep linking).  County - The youth offending team is currently implementing a secure email to co-ordinate the secure, sending, sharing and access of sensitive information. Over time, it is planned that other partners will be connected to the secure email service.			

	Green 10/03/2003	Green 10/03/2003	Green 10/03/2003	Green 10/03/2003
<b>G2</b> 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.	ABC currently hosts websites for the Western Lake District tourist partnership, the 2005 World Mountain Running Championships and the Connected Cumbria Partnership. This includes the capability for management of content by these organisations with appropriate training provided.			
	Further local organisation websites will be developed, and discussions are underway on the feasibility of a youth focussed website.			
If already 'green' on R3 , R4 & G2 above please comment on				
<b>E2</b> 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.				
	Green 01/04/2002	Green 01/04/2002	Green 01/04/2002	Green 01/04/2002
<b>R5</b> Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily.	Public access has been available for several years. A new system has been implemented recently to support our Democratic Services department and improve the quality of information provided.			
	Red 01/12/2004	Red 01/12/2004	Green 30/06/2005	Green 30/06/2005
<b>R6</b> 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.	A project is currently being planned to provide all Councillors with the option to have their own web pages. This will be implemented using the council's Content Management System.			
	Green 01/10/2004	Green 01/10/2004	Green 01/10/2004	Green 01/10/2004
<b>G3</b> 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.	Citizens are able to subscribe to specific pages on ABC's <a href="http://www.allerdale.gov.uk">www.allerdale.gov.uk</a> website using the functionality in the Content Management System.			
	ABC is also an active participant in the county wide 'Community Voice' citizen consultation panel website.			
	Planning information is already available on the ABC website. The implementation of a new planning system integrated to the Planning Portal will greatly enhance the information provided and consultation facilities.			
	ABC is planning to investigate the appropriate application of SMS to services.			
	Amber 01/10/2004	Green 01/02/2005	Green 01/02/2005	Green 01/02/2005
<b>G4</b> Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).	A webcam on the ABC website provides live updates on the progress of the Workington Town Centre Regeneration project, a major initiative for West Cumbria. Time-lapse video footage of progress on the project will also soon be available.			
If already 'green' on R5 , R6 , G3 & G4 above please comment on				
<b>E3</b> Agreed baseline and targets for e-participation activities, including targets for citizen satisfaction.				
Otherwise you may leave this row blank.				
	Amber 01/07/2004	Amber 01/07/2004	Green 01/07/2005	Green 01/07/2005
<b>R7</b> Online public reporting/applications, procurement and tracking of environmental services, includes waste management and street scene (e.g.	An upgraded Environmental Health system is currently being implemented for completion in December 2004. Planning for a new			

abandoned cars, graffiti removal, bulky waste removal, recycling).	Environmental services system is currently underway. This system will integrate with our existing electronic forms, (and ultimately the planned CRM), providing online reporting and tracking.			
<b>R8</b> Online receipt and processing of planning and building control applications.	Amber 01/06/2004	Amber 01/06/2004	Green 01/04/2005	Green 01/04/2005
	A Land & Property system project is currently underway. This will integrate with the Planning Portal & Submit-a-Plan services to allow on-line submission of applications.			
<b>G5</b> Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.	Amber 01/03/2004	Green 01/03/2005	Green 01/03/2005	Green 01/03/2005
	A major programme of GIS work is underway that includes the introduction of web based GIS information for both internal (intranet) and external (Internet) usage. This system will integrate with appropriate business systems, including the upgraded Planning & Building Control systems, allowing a greater degree of interactive access to information.  Allerdale's local development plan was implemented on the Planning Portal in November 2004 with associated mapping.			
<b>G6</b> Sharing of Trading Standards data between councils for business planning and enforcement purposes.	Amber 01/11/2004	Green 30/03/2005	Green 30/03/2005	Green 30/03/2005
	This is not an area of responsibility for ABC. Access to, and sharing of, information would be provided by the Cumbria Hub project.  County - e-TSN is currently under investigation. We are looking to cleanse our data as our first initial step towards the take up of the e-TSN national project.			
<b>G7</b> 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 01/11/2004	Amber 01/11/2004	Amber 01/11/2004	Green 30/03/2006
	A new licencing system is currently being implemented to support new licencing legislation.  A project is also planned that will review the outputs from the PARSOL national project and will implement necessary integration between the Planning & Licensing Services.			
If already 'green' on R7 , R8 , G5 , G6 & G7 above please comment on				
<b>E4</b> 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.				
<b>R9</b> Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.	Amber 01/06/2004	Amber 01/06/2004	Green 31/12/2005	Green 31/12/2005
	A project us underway to upgrade the current financial system and introduce eProcurement.			
<b>G8</b> 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 01/06/2004	Amber 01/06/2004	Green 31/12/2005	Green 31/12/2005
	As R9 above.			
<b>G9</b> Regional co-operation on e-procurement between local councils.	Amber 01/06/2004	Amber 01/06/2004	Amber 01/06/2004	Green 31/03/2006
	As above.  Additionally, joint procurement already takes place at the local (West Cumbria Partnership) & sub-regional (CCP) levels. A Connected Cumbria eProcurement group is currently being formed, linking to NWEgg eProcurement initiatives.			

If already 'green' on R9 , G8 & G9 above please comment on progress towards providing				
<b>E5</b> Access to virtual e-procurement 'marketplace';				
<b>E6</b> 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;				
<b>E7</b> 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 this row blank.				
<b>R10</b> Online facilities to be available to allow payments to the council in ways that engender public trust and confidence in local government electronic payment solutions (e.g. email receipting/proof of payment, supply of automatic transaction ID numbers).	Green 01/09/2002	Green 01/09/2002	Green 01/09/2002	Green 01/09/2002
	ABC successfully implemented a full ePayment solution (online public Internet, internally assisted Intranet & Automated Telephone Payments) in 2002. This is for the full range of services including Parking Enforcement, Council Tax and Environmental Services.  A project is currently underway to integrate our ePayment system with the recently introduced electronic forms. This will provide for seamless application and payment for a wide range of Council services.			
<b>R11</b> 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 01/09/2004	Green 01/03/2005	Green 01/03/2005	Green 01/03/2005
	A project is currently implementing a new Revenues & Benefits system that will provide citizens and businesses with authenticated access to Council Tax & Business Rates balances/statements on line.  Additionally, eForms integration as mentioned above will assist.			
<b>G10</b> Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	Amber 01/11/2001	Amber 01/11/2001	Amber 01/11/2001	Green 31/03/2006
	Appropriate Management Information reports were introduced as part of the ePayment system implementation that demonstrate a steady increase in the usage of these over usage of traditional cash payment methods.  A project is also planned to address Service Standards, Measurement & Take-up at a corporate level.			
<b>G11</b> Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	Amber 01/09/2004	Amber 01/09/2004	Green 01/07/2005	Green 01/07/2005
	Direct Debit capabilities already exist for Council Tax & Business Rates customers. Further eBilling functionality will be introduced following the Revenues & Benefits implementation.			
If already 'green' on R10 , R11 , G10 & G11 above please comment on progress towards providing				
<b>E8</b> Provision of facilities for making credit or debit card payments via SMS text message for parking fines (mobile phone).				
<b>E9</b> Adoption of smart cards as standard for stored payments (e.g. replacing swipe cards).				
<b>E10</b> Agreed baseline and targets for reductions in unit costs of payment transactions.				

Otherwise you may leave this row blank.				
R12 Online renewal and reservations of library books and catalogue search facilities.	Amber 01/11/2004	Green 30/03/2005	Green 30/03/2005	Green 30/03/2005
	The County has completed a system that provides online renewals and reservations. 'Deep Linking' access to appropriate information will be provided as part of the Directory of Services project, Cumbria Hub project.  County - In place and working.			
R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations.	Red 01/08/2004	Amber 01/03/2005	Green 31/12/2005	Green 31/12/2005
	Investigations are currently underway and a project is planned to implement this functionality for the Carnegie Theatre (directly controlled) and our leisure centres (contracted out to Carlisle Leisure Limited).  This project will potentially be undertaken in partnership with Carlisle City Council who have contracted out their leisure services to the same supplier.			
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 01/11/2004	Amber 01/11/2004	Amber 01/11/2004	Green 31/03/2006
	We are currently implementing a County wide LGOL.Net infrastructure to enable consistent delivery of services across channels and both tiers of local government.  ABC is awaiting the outcomes of the National Smart Card project and will investigate the upgrading of the Cumbria Now card (concessionary travel) to National standards to enable the addition of sports and leisure services.  County - The County's smart card initiative called 'Nowcard' is now in operation as of the 22nd of November 2004. 210,000 'Nowcards' are in the hands of concessionary fare bus pass holders across the partnership area, of which about 39,000 are in Cumbria. The first live trial started on 22nd November, with council employees, members of the public will form part of the trial.  This is the first trial in the UK (and worldwide) of a transport smartcard which meets the new international UK - developed ITSO specification. Our trial incorporates, at the start, JCOP 30 cards, with library and leisure access applications on the cards, as well as the transport application within the NowCard partnership.  We expect all the major bus operators in the partnership's area to be progressively kitted out and live before the end of 2005/6. Our back office is being developed, at least in part, and will need to be fully operational (to the ITSO specification) for both identity processing (for card issue) and transaction processing (for financial reimbursement of bus companies) by mid-2006; we hope to do better than this, however, and envisage streams of non-ITSO revenue data being available progressively through 2005. E - government is also being significantly facilitated through IT aspects of the data management and availability for card issue and verification.			
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.				
R14 Online facilities to be available to allow the public to inspect local public transport timetables and information via	Amber 01/11/2004	Green 30/03/2005	Green 30/03/2005	Green 30/03/2005
	The County has completed a system 'Journey-planner' that provides			

available providing organisation, including links to 'live' systems for interactive journey planning.	online travel and transport information. 'Deep Linking' access to appropriate information will be provided as part of the Directory of Services project, Cumbria Hub project.			
	County - In place and working since August 2004. The public will be able to inspect local transport timetables via the internet.			
<b>R15</b> 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 01/11/2004	Green 30/03/2005	Green 30/03/2005	Green 30/03/2005
	'Deep Linking' access to appropriate information will be provided as part of the Directory of Services project, Cumbria Hub project.			
	Future localised parking issues to be consulted on in conjunction with Allerdale's own Parking Enforcement service utilising the county wide 'Citizens Voice' web based consultation service.			
	County - The County's Research Officer currently manages our online consultation. Consultation for traffic calming schemes can be found on our consultation database.			
<b>G13</b> E-forms for parking "contravention mitigation" (i.e. appeal against the issue of a penalty charge notice), including email notification of form receipt and appeal procedures.	Green 30/03/2004	Green 30/03/2004	Green 30/03/2004	Green 30/03/2004
	eForms implemented as part of a county-wide project. The PCN challenge form has been live, and used, since 30/03/04.			
<b>G14</b> GIS-based presentation of information on roadworks in the local area, including contact details and updated daily.	Amber 01/11/2004	Green 30/03/2005	Green 30/03/2005	Green 30/03/2005
	'Deep Linking' access to appropriate information will be provided as part of the Directory of Services project, Cumbria Hub project.			
	County - Capita's Postbox went live on the 5th of July, 2004. Phase III of this Project will include the GIS Presentation of Information on roadworks on the web.			
If already 'green' on R14 , R15 , G13 & G14 above please comment on				
<b>E12</b> Agreed baseline and targets for customer satisfaction and efficiency savings.				
Otherwise you may leave this row blank.				
<b>R16</b> 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.	Red 01/06/2004	Amber 01/01/2005	Green 31/12/2005	Green 31/12/2005
	ABC is planning to implement distributed customer service centres during 2005, as part of our new Customer Service Strategy. This project will be supported by the implementation of new telephony infrastructure, CRM system, and integrated revenues and benefits system.			
	The procurement of a corporate document management system is underway, for implementation in 2005.			
<b>R17</b> 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 01/09/2004	Amber 01/09/2004	Green 01/06/2005	Green 01/06/2005
	The ability to download and print relevant PDF claim forms is currently already available through the ABC website.			
	On-line eligibility & trial calculation functionality will be introduced as part of the current Revenues & Benefits replacement system project.			
<b>G15</b> Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens homes.	Red 01/04/2005	Red 01/04/2005	Amber 01/10/2005	Green 30/03/2006
	A project is planned to investigate and implement appropriate mobile working capability for Council officers.			
	NOMAD project outcomes will be applied where appropriate.			
If already 'green' on R16 , R17 & G15 above please comment on progress				

towards providing				
<b>E13</b> Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals.				
<b>E14</b> Pre-qualification of Council Tax and Housing Benefit claimants for other eligible entitlements (e.g. school uniform grants, free school meals), including pre-filling of relevant claim forms.				
Otherwise you may leave this row blank.				
<b>R18</b> Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.	Amber 01/11/2004	Green 30/03/2005	Green 30/03/2005	Green 30/03/2005
	<p>'Deep Linking' access to appropriate information will be provided as part of the Directory of Services project, Cumbria Hub project.</p> <p>County - The Cumbria Social Services website went live in 2002 and was subsequently reviewed and revised in September 2003 and again in September 2004. The website contains comprehensive information about all our services and also describes the support available to different client groups. (See <a href="http://www.cumbria.gov.uk/socialservices/">http://www.cumbria.gov.uk/socialservices/</a>)</p> <p>Telephone and personal callers with information requests are handled by our Customer Services teams. All members of these teams have access to the internet and so can access our website. From December 2004, all web pages will also be available via the intranet which is available to all Cumbria Social Services staff.</p> <p>The information will need to cover all care services available from the council and local third parties, and as a minimum should cover the following:</p> <ul style="list-style-type: none"> <li>• A list of the services the council provides (both directly &amp; indirectly), plus basic details of what they entail. This should include some of the basic eligibility criteria (eg Age, locality)</li> </ul> <p>The role of Customer Services includes providing information not only about our own services but also those provided by other organisations. Customer Services have access to a computer based Resource Directory database which includes details of over 1600 organisations providing support in Cumbria. The Resource Directory sources the data for a printed 'Directory of Services' which is available in hard copy on request and is also downloadable via the website. The website also includes regularly updated list of services which are also sourced from the Resource Directory. (See <a href="http://www.cumbria.gov.uk/socialservices/information/directory.asp">http://www.cumbria.gov.uk/socialservices/information/directory.asp</a>)</p> <p>Details of our services on the website include eligibility and charging. (See <a href="http://www.cumbria.gov.uk/socialservices/services_adults/default.asp">http://www.cumbria.gov.uk/socialservices/services_adults/default.asp</a> and <a href="http://www.cumbria.gov.uk/socialservices/services_children/default.asp">http://www.cumbria.gov.uk/socialservices/services_children/default.asp</a>.)</p> <ul style="list-style-type: none"> <li>• A list of other organisations that can provide advice or help regarding commonly requested services that are not part of the council's remit (eg Age Concern, Cruse, Crossroads etc).</li> </ul> <p>Details of such organisations are included in our Resource Directory and also the printed Directory of Services (which can also be downloaded from the website) (see above).</p> <ul style="list-style-type: none"> <li>• How people should request services or assessments</li> </ul>			

	<p>The website includes full details of the various ways to apply for an assessment of need. (See <a href="http://www.cumbria.gov.uk/socialservices/services_adults/assess.asp">http://www.cumbria.gov.uk/socialservices/services_adults/assess.asp</a>)</p> <p>This information is also included in all our printed leaflets. These leaflets are available in hard copy from Customer Services who can also access these via the website and also via the department's electronic library. These leaflets can also be downloaded from the website. (See <a href="http://www.cumbria.gov.uk/socialservices/information/default.asp">http://www.cumbria.gov.uk/socialservices/information/default.asp</a>)</p> <ul style="list-style-type: none"> <li>• An explanation of the process of assessment and any timescales the authority works to.</li> </ul> <p>The assessment process, timescales and eligibility are available on the website and also in leaflet form (which can again be downloaded from the website and accessed by our staff through the electronic library). (See <a href="http://www.cumbria.gov.uk/socialservices/services_adults/assess.asp">http://www.cumbria.gov.uk/socialservices/services_adults/assess.asp</a>)</p> <p>Councils should also bear in mind the cross-cutting requirements for content management. Cumbria County Council implemented the Tridion Content Management System in September 2003. From September 2003, the Cumbria Social Services website has been maintained by Cumbria Social Services staff using Tridion.</p>			
<p><b>R19</b> Remote web access or mediated access via telephone (including outside of standard working hours availability) for authorised officers to information about individual 'care packages', including payments, requests for service and review dates.</p>	<p>Amber 01/11/2004</p>	<p>Green 30/03/2005</p>	<p>Green 30/03/2005</p>	<p>Green 30/03/2005</p>
<p><b>G16</b> Systems to support joined-up working on children at risk across multiple agencies.</p>	<p>Amber 01/11/2004</p>	<p>Green 30/03/2005</p>	<p>Green 30/03/2005</p>	<p>Green 30/03/2005</p>
<p><b>G17</b> Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.</p>	<p>Amber 01/11/2004</p>	<p>Green 30/03/2005</p>	<p>Green 30/03/2005</p>	<p>Green 30/03/2005</p>
<p>If already 'green' on R18 , R19 , G16 &amp; G17 above please comment on</p>				
<p><b>E15</b> Agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVPI 57).</p>				

Otherwise you may leave this row blank.				
<b>R20</b> Email and Internet access provided for all Members and staff that establish a need for it.	Green 01/06/1999	Green 01/06/1999	Green 01/06/1999	Green 01/06/1999
	Members have had PC's and dial-in access from home for over five years, providing an email address, access to corporate Intranet and full access to Council minutes, agendas, key decisions etc.			
	ABC is in the process of implementing secure broadband access for all councillors.  Email and Internet access is available for all directly employed officers.			
<b>R21</b> ICT support and documented policy for home/remote working (teleworking) for council members and staff.	Amber 01/03/1999	Green 01/03/2005	Green 01/03/2005	Green 01/03/2005
	ICT support for home working has been established, as per R20, for a number of years.			
	A policy to support home/remote working is currently being developed by Allerdale's Personnel Section.			
<b>R22</b> Access to home/remote working facilities to all council members and staff that satisfy the requirements set by the Council's published home/remote working policy.	Green 01/06/1999	Green 01/06/1999	Green 01/06/1999	Green 01/06/1999
	All Members are supplied with a PC and dial-up or broadband access to all corporate services.			
	A project is currently underway to pilot working from home for selected officers.			
<b>G18</b> 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 01/06/2004	Green 01/06/2004	Green 01/06/2004	Green 01/06/2004
	An eSkills training programme for staff has been established based on officer's training and development plans. ECDL training is available for all staff that require it.			
	A training programme for councillors is also established, and ECDL training is being considered for inclusion where required.			
If already 'green' on R20 , R21 , R22 & G18 above please comment on				
<b>E16</b> Agreed targets for baseline and efficiency savings arising from the introduction of new ways of working.				
Otherwise you may leave this row blank.				
<b>R23</b> 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).	Amber 01/06/2003	Green 01/03/2005	Green 01/03/2005	Green 01/03/2005
	Self service access is being implemented through the development of Allerdale's fully transactional website. This includes the provision of interactive electronic forms.			
	Current opening hours are being reviewed as part of the customer service centres project in consultation with users and stakeholders.			
<b>R24</b> Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.	Green 01/08/2001	Green 01/08/2001	Green 01/08/2001	Green 01/08/2001
	ABC took a leading role in the selection and implementation of a CMS system that has been implemented by all districts within Connected Cumbria.			
	A staff training programme has been undertaken, and the majority of departments now update their own content on ABC's website.			
<b>G19</b> 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	Red 01/08/2004	Red 01/08/2004	Amber 01/04/2005	Green 30/03/2006
	To be implemented as part of a Document Management project.			

Freedom of Information (FOI) and Data Protection legislation (see <a href="http://www.pro.gov.uk/about/foi/map-local.rtf">www.pro.gov.uk/about/foi/map-local.rtf</a> ).				
<b>G20</b> Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see <a href="http://www.w3.org/WAI">www.w3.org/WAI</a> ).	Green 01/11/2004	Green 01/11/2004	Green 01/11/2004	Green 01/11/2004
	The ABC website achieves AA compliance. The majority of the site is now AAA compliant.			
<b>G21</b> Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see <a href="http://www.egifcompliance.org">www.egifcompliance.org</a> & <a href="http://www.govtalk.gov.uk">www.govtalk.gov.uk</a> ).	Green 01/06/2004	Green 01/06/2004	Green 01/06/2004	Green 01/06/2004
	The ABC website conforms to, and fully supports current eGMS standards.			
	The Council's system selection criteria includes mandatory compliance with eGIF standards for all systems.			
	Due to the specialised nature of several services, it is not always possible to procure eGIF compliant systems. In these cases we will insist on a clear roadmap towards eGIF compliance.			
If already 'green' on R23 , R24 , G19 , G20 & G21 above please comment on				
<b>E17</b> Agreed baseline and targets for efficiency savings based around improved accessibility of services and information.				
Otherwise you may leave this row blank.				
<b>R25</b> Online publication of Internet service standards, including past performance and commitments on service availability.	Amber 01/06/2004	Green 30/12/2004	Green 30/12/2004	Green 30/12/2004
	Email response service standards are published on ABC's website.			
	The range of Internet services standards are being developed as part of our new Customer Service Strategy.			
<b>R26</b> Monitoring of performance of corporate website, or regional web portal, between 2003/04 and 2005/06 in order to demonstrate rising and sustained use, as measured by industry standards including page impressions and unique users.	Green 01/11/2004	Green 01/11/2004	Green 01/11/2004	Green 01/11/2004
	Management information reporting is already in place that demonstrates a sustained increase in the use of the ABC <a href="http://www.allerdale.gov.uk">www.allerdale.gov.uk</a> website. This includes a range of reports on page and visitor statistics. Please note, we intend to use this to inform services in the future.			
	To ensure maximum availability, and therefore opportunity for maximum uptake, the status of the website is automatically monitored 24/7.			
<b>G22</b> Establishment of internal targets and measures for customer take-up of e-enabled access channels.	Red 01/04/2005	Red 01/04/2005	Amber 01/06/2005	Green 31/03/2006
	A project is planned to address Service Standards, Measurement & Take-up at a corporate level during process reengineering.			
<b>G23</b> Adoption of recognised guidelines for usability of website design (see <a href="http://www.laws-project.org.uk">www.laws-project.org.uk</a> ).	Green 01/11/2004	Green 01/11/2004	Green 01/11/2004	Green 01/11/2004
	The ABC website has been recently redesigned to ensure a high level of accessibility and usability.			
	As part of the county wide eforms project an independent usability audit was conducted and the recommendations implemented.			
If already 'green' on R25 , R26 , G22 & G23 above please comment on				
<b>E18</b> Agreed baseline and take-up targets for migration of local authority business to e-access channels (e.g. web, telephone contact centres, Interactive Digital TV, mobile telephone) by 2005/06, including efficiency savings.				
Otherwise you may leave this row blank.				

<b>R27</b> 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.	Red 01/06/2004	Amber 01/01/2005	Green 31/12/2005	Green 31/12/2005
	ABC is planning to implement distributed customer service centres during 2005, as part of our new Customer Service Strategy. This project includes implementation of a CRM system with associated customer database.			
<b>R28</b> All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.	Red 01/06/2004	Amber 01/01/2005	Green 31/12/2005	Green 31/12/2005
	The Customer Service Centres (CRM) project, in conjunction with the eforms system, will satisfy this outcome.			
<b>R29</b> 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.	Amber 01/06/2004	Green 31/12/2004	Green 31/12/2004	Green 31/12/2004
	Email response service standards are published on ABC's website. These include the requirement for a response to emails within one working day.  The Service Standards, Measurement & Take Up project will set corporate wide service standards that will satisfy this required outcome.			
<b>G24</b> 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.	Red 01/06/2004	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
	This will be addressed as part of the Customer Service Centres (CRM) project that will include a rolling programme of integration to back-office systems (including Environmental Services, Revenues & Benefits, Planning etc).			
<b>G25</b> 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.	Red 01/09/2004	Red 01/09/2004	Amber 01/09/2005	Green 30/03/2006
	As part of the Cumbria Hub project Barrow-in-Furness are piloting a change of address process within the LGOLNet system. When this is completed, we will implement through our CRM system.			
If already 'green' on R27 , R28 , R29 , G24 & G25 above please comment on				
<b>E19</b> Agreed baseline and improvement targets for the percentage of public enquiries about council services resolved at first point of contact and efficiency savings resulting from investment in customer relationship management and workflow technology.				
Otherwise you may leave this row blank.				

## 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 31/03/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
Appointment of people to the following key local e-government functions in your Council (see <a href="http://www.idea-knowledge.gov.uk/idk/aio/206757">http://www.idea-knowledge.gov.uk/idk/aio/206757</a> ):				
i) Member & officer e-champions	Green 01/06/2001	Green 01/06/2001	Green 01/06/2001	Green 01/06/2001
	Completed			
ii) e-government programme manager	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004
	eGovernment Project Manager in place, focusing on IT and web aspects of eGovernment project implementation. Project managers have been nominated for specific eGovernment projects within the overall programme.			
iii) customer services management	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004
	Completed			
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.	Green 01/05/2004	Green 01/05/2004	Green 01/05/2004	Green 01/05/2004
	An ongoing process mapping project is involving staff from all services and departments.  A programme of updating and disseminating information on e-government is underway across the staff.			
Establishment of an e-delivery programme board	Green 01/04/2002	Green 01/04/2002	Green 01/04/2002	Green 01/04/2002
	AEGIS (Allerdale eGovernment Implementation and Support) board in place. Our eChampion is chair of the board.  ABC also has member and officer representation on the executive board of the Cumbria Hub project.  Our eChampion is now acting chair of NWEgg (North West eGovernment Group).			
Use of formalised programme & project management methodologies (e.g. PRINCE2) to support e-delivery programme.	Green 01/09/2004	Green 01/09/2004	Green 01/09/2004	Green 01/09/2004
	An Allerdale Borough Council (ABC) project methodology has been adopted for internal projects. PRINCE 2 is the agreed methodology for partnership eGovernment projects.			
Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures.	Green 01/11/2004	Green 01/11/2004	Green 01/11/2004	Green 01/11/2004
	An overall risk assessment was undertaken as part of the development of the IT strategy in June 2002, and revisited in June 2004. eGovernment is included as part of the corporate risk register, for regular review at directorate level. Risk management is an integral element of ABC's corporate project management methodology.  A large scale training exercise on risk assessment was recently undertaken.			

Use of customer consultation/research to inform development of corporate e-government strategy.	Amber 01/01/2002	Green 01/02/2005	Green 01/02/2005	Green 01/02/2005
ABC uses the Countywide 'Community Voice' consultation panel at regular intervals which has included eGovernment issues. Additional ongoing consultation is planned as part of our new Customer Service Strategy.				
Establishment of policy for addressing social inclusion within corporate e-government strategy.	Amber 01/01/2004	Amber 01/01/2004	Green 01/04/2005	Green 01/04/2005
Addressed through our Customer Service Strategy. Area offices will be upgraded with distributed customer service centres.  An ongoing accessibility project, based on the results of a recent audit, will improve this area throughout the council.  Council information is available in a variety of formats.				
Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act)	Green 01/08/2004	Green 01/08/2004	Green 01/08/2004	Green 01/08/2004
Corporate Information Officer in place.				
Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework (see <a href="http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf">http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf</a> & <a href="http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf">http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf</a> ).	Red 01/12/2004	Amber 01/03/2005	Green 31/12/2005	Green 31/12/2005
This will be established as part of FOI project and the document/records management project.				
Establishment of partnerships for the joint (aggregated) procurement of broadband services.	Amber 01/06/2004	Amber 01/06/2004	Green 31/12/2005	Green 31/12/2005
ABC is a member of the Cumbria ICT Broadband Initiative (CIBI) which is managing an NWDA funded project (Project Access) to roll out broadband to 95% of homes and businesses within Cumbria.				
Engagement with intermediaries re addressing issues of take up and efficiency in the delivery of e-government services (e.g. Citizens Advice Bureaux) (see <a href="http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf">http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf</a> ).	Red 01/12/2004	Amber 01/03/2005	Green 31/12/2005	Green 31/12/2005
As part of service planning process and accessibility project we will be liaising with a variety of agencies and community organisations to investigate potential efficiencies.				
Compliance with BS 7799 on information security management.	Amber 01/04/2004	Amber 01/04/2004	Green 31/12/2005	Green 31/12/2005
An independent audit has been carried out assessing the council's compliance with BS7799. We are working to implement to recommendations of this report.				
Implementation of Benefits Realisation Plan for delivery of local e-government programme strategic objectives.	Amber 01/04/2004	Amber 01/04/2004	Green 31/12/2005	Green 31/12/2005
Benefits realisation is being addressed through Allerdale's Corporate Improvement Plan, Procurement Strategy, process mapping and service redesign project.				
Completion of mapping of BVPI 157 services against approved security levels (0-3) (see <a href="http://www.authentication.org.uk/levels.asp">http://www.authentication.org.uk/levels.asp</a> & <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc</a> ).	Amber 01/12/2004	Amber 01/12/2004	Green 01/04/2005	Green 01/04/2005
The council is working within the North West eGovernment Group (NWEgg), which is coordinating this issue.				
Planned compliance to HMG Security and authentication frameworks (see <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/45/04002245.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/45/04002245.doc</a> & <a href="http://e-">http://e-</a>	Red 01/03/2005	Red 01/03/2005	Green 31/12/2005	Green 31/12/2005
ABC are looking to support the development of 'Government Connect' through the next phase of the Cumbria Hub				

<p><a href="http://government.cabinetoffice.gov.uk/assetRoot/04/00/22/43/04002243.doc">government.cabinetoffice.gov.uk/assetRoot/04/00/22/43/04002243.doc</a> &amp; <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc</a> &amp; <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/20/53/04002053.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/20/53/04002053.doc</a> &amp; <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/39/39/04003939.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/39/39/04003939.doc</a>).</p>	<p>LGOLNet project.</p>			
<p>Compliance with an independent trust scheme approval process designed to provide assurance for individuals and companies using or relying upon e-business transactions (see <a href="http://www.tscheme.org">www.tscheme.org</a>).</p>	<p>Red 01/06/2004</p>	<p>Red 01/06/2004</p>	<p>Green 31/12/2005</p>	<p>Green 31/12/2005</p>
<p>This is included as part of our procurement strategy.</p>				
<p>Use of Government Gateway (see <a href="http://www.gateway.gov.uk">http://www.gateway.gov.uk</a>) to support:</p>				
<p>i) personalisation &amp; registration for services categorised at security level 0</p>	<p>Amber 01/09/2004</p>	<p>Amber 01/09/2004</p>	<p>Green 31/12/2005</p>	<p>Green 31/12/2005</p>
<p>The ABC website and eforms system have on-line registration for users. ABC is also implementing the Anite connect authentication system, in the first phase to register citizens and businesses for access to Council Tax and NNDR statements/balances.  We are also looking to support the development of 'Government Connect' through the next phase of the Cumbria Hub LGOLNet project.</p>				
<p>ii) citizen &amp; business authentication for services for services categorised at security levels 1-3</p>	<p>Amber 01/09/2004</p>	<p>Amber 01/09/2004</p>	<p>Green 31/12/2005</p>	<p>Green 31/12/2005</p>
<p>ABC is implementing the Anite connect authentication system, in the first phase to register citizens and businesses for access to Council Tax and NNDR statements/balances.  We are also looking to support the development of 'Government Connect' through the next phase of the Cumbria Hub LGOLNet project.</p>				
<p>iii) authentication of employees for cross-agency services</p>	<p>Red 01/03/2005</p>	<p>Red 01/03/2005</p>	<p>Green 31/12/2005</p>	<p>Green 31/12/2005</p>
<p>We are looking to support the implementation of authentication of employees through the next phase of the Cumbria Hub LGOLNet project.</p>				
<p>iv) corporate approach to collection of e-payments</p>	<p>Green 31/12/2002</p>	<p>Green 31/12/2002</p>	<p>Green 31/12/2002</p>	<p>Green 31/12/2002</p>
<p>See R10, corporate ePayment system in place.</p>				
<p>v) cross agency secure transactions (Government to Government)</p>	<p>Red 01/03/2005</p>	<p>Red 01/03/2005</p>	<p>Green 31/12/2005</p>	<p>Green 31/12/2005</p>
<p>We are looking to support the cross agency secure transactions through the next phase of the Cumbria Hub LGOLNet project.</p>				
<p>Government Gateway (see <a href="http://www.gateway.gov.uk">http://www.gateway.gov.uk</a>) back office connection in place (Department Interface Server).</p>	<p>Red 01/03/2005</p>	<p>Red 01/03/2005</p>	<p>Green 31/12/2005</p>	<p>Green 31/12/2005</p>
<p>We are looking to support the development of 'Government Connect', with the necessary back-office connections, through the next phase of the Cumbria Hub LGOLNet project.</p>				
<p>Connection to Directgov (see <a href="http://www.direct.gov.uk">http://www.direct.gov.uk</a>) from corporate website and partnership portal(s)</p>	<p>Green 01/05/2004</p>	<p>Green 01/05/2004</p>	<p>Green 01/05/2004</p>	<p>Green 01/05/2004</p>
<p>Website link included in the website templates.</p>				
<p>Compliance with Freedom of Information Act 2000, including responding to requests for information from individuals within a reasonable time period (see <a href="http://www.lcd.gov.uk/foi/foidpunit.htm">http://www.lcd.gov.uk/foi/foidpunit.htm</a> &amp;</p>	<p>Amber 01/06/2003</p>	<p>Green 01/02/2005</p>	<p>Green 01/02/2005</p>	<p>Green 01/02/2005</p>
<p>A programme of work is in place to achieve the requirements of FOI.</p>				

<a href="http://www.pro.gov.uk/recordsmanagement/access/default.htm">http://www.pro.gov.uk/recordsmanagement/access/default.htm</a>				
Regularly-maintained link from Local Land & Property Gazetteer (LLPG) to National Land & Property Gazetteer (NLPG) (see <a href="http://www.nlpg.org.uk">http://www.nlpg.org.uk</a> )	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004
	In place			
Connection to National Land Information Service (NLIS) at Level 3 (see <a href="http://www.nlis.org.uk">http://www.nlis.org.uk</a> )	Green 01/06/2002	Green 01/06/2002	Green 01/06/2002	Green 01/06/2002
	In place			
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 <a href="http://www.dfes.gov.uk/isa">http://www.dfes.gov.uk/isa</a> )	Amber 01/11/2004	Green 30/03/2005	Green 30/03/2005	Green 30/03/2005
	ABC will be implementing 'deep linking' to County Council website where appropriate using the Directory of Services developed as part of the Cumbria Information Hub ISB4 project. This is currently being undertaken and managed by the Connected Cumbria Partnership (CCP).			

### 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](http://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	
		2001/02	2002/03	2003/04	2004/05	2005/06
Providing Information:						
Total types of interaction e-enabled	94.00 %	148	170	173	200	222
% e-enabled		66.67 %	76.58 %	77.93 %	90.09 %	100.00 %
Collecting revenue:						
Total types of interaction e-enabled	87.00 %	0	2	2	2	2
% e-enabled		0.00 %	100.00 %	100.00 %	100.00 %	100.00 %
Providing benefits & grants:						
Total types of interaction e-enabled	78.00 %	0	0	0	0	2
% e-enabled		0.00 %	0.00 %	0.00 %	0.00 %	100.00 %
Consultation:						
Total types of interaction e-enabled	86.00 %	0	5	6	10	11
% e-enabled		0.00 %	45.45 %	54.55 %	90.91 %	100.00 %
Regulation (such as issuing licences):						
Total types of interaction e-enabled	76.00 %	0	0	0	16	41
% e-enabled		0.00 %	0.00 %	0.00 %	39.02 %	100.00 %
Applications for services:						
Total types of interaction e-enabled	83.00 %	12	44	64	96	112
% e-enabled		10.71 %	39.29 %	57.14 %	85.71 %	100.00 %

Booking venues, resources & courses:						
Total types of interaction e-enabled	78.00 %	0	0	0	0	3
% e-enabled		0.00 %	0.00 %	0.00 %	0.00 %	100.00 %
Paying for goods & services:						
Total types of interaction e-enabled	80.00 %	19	36	36	40	46
% e-enabled		41.30 %	78.26 %	78.26 %	86.96 %	100.00 %
Providing access to community, professional or business networks:						
Total types of interaction e-enabled	82.00 %	0	7	7	10	13
% e-enabled		0.00 %	53.85 %	53.85 %	76.92 %	100.00 %
Procurement:						
Total types of interaction e-enabled	73.00 %	0	0	0	0	3
% e-enabled		0.00 %	0.00 %	0.00 %	0.00 %	100.00 %
<b>TOTAL</b>						
<b>Total types of interaction e-enabled</b>	<b>86 %</b>	<b>179</b>	<b>264</b>	<b>288</b>	<b>374</b>	<b>455</b>
<b>% e-enabled</b>		<b>39.34 %</b>	<b>58.02 %</b>	<b>63.30 %</b>	<b>82.20 %</b>	<b>100.00 %</b>

## Section 4 - Access Channel Take-Up

In order to demonstrate public take-up of the main e-access channels that you are investing in up to 2005/6, 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 impressions and unique users are given in the footnotes below.

	Actual ('000s)	Forecast ('000s)			
	03/04	04/05	05/06	06/07	07/08
<b>E-enablement &amp; Main E-Access Channel Take-Up</b>					
Local Service Websites					
<input type="checkbox"/> Page impressions (annual)	921	1100	1400	1720	2150
<input type="checkbox"/> Unique users, i.e. separate individuals visiting website (annual)	112	140	175	220	275
<input type="checkbox"/> Number of e-enabled payment transactions accepted via website	1.2	1.8	2.25	3.375	5.06
<input type="checkbox"/> Number of change of address notifications accepted via website	0	0	0.01	0.04	0.09
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>					
<input type="checkbox"/> Number of e-enabled payment transactions accepted by telephone	7.9	9.5	11.4	13.6	16.4
<input type="checkbox"/> Number of change of address notifications accepted via telephone	0	0	0	0	0
	Address notification data is unavailable for the period 03/04. Systems are being put in place to collect this data.				
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 &amp; home visits)</i>					
<input type="checkbox"/> Number of e-enabled payment transactions accepted via personal contact	2.8	3.1	3.4	3.7	4.1
<input type="checkbox"/> Number of change of address notifications accepted via personal contact	0	0	0.07	0.14	0.19
	Address notification data is unavailable for the period 03/04. Systems are being put in place to collect this data.				
Other Electronic Media  <i>(e.g. BACS, text messaging)</i>					
<input type="checkbox"/> Number of e-enabled payment transactions accepted via BACS or other electronic form	276	345	431	474	522
<input type="checkbox"/> Number of change of address notifications accepted via other electronic media	0	0	0	0	0
	Address notification data is unavailable for the period 03/04. Systems are being put in place to collect this data.				
Non Electronic  <i>(e.g cash office, post)</i>					
<input type="checkbox"/> Number of payments accepted by cheque or other non-electronic form	197.9	200	190	180	160
<input type="checkbox"/> Number of change of address notifications accepted via non-electronic form	2.08	2.08	2	1.9	1.8

## 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 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 Resources	Actual (£'000s)	Forecast (£'000s)			
	01/02 to 03/04	04/05	05/06	06/07	07/08
IEG capital grant	400	350	150		
<b>your council's nominal pro rata share of ODPM Local e-Government Partnership Programme capital grant allocated in your area</b>	281	0	30	20	20
	West Cumbria Partnership (195), Connected Cumbria Partnership (86)				
financial contribution from public-private partnerships	0	0	0	0	0
resources being applied from internal revenue and capital budgets to implement e-government	427	1098	1056	300	200
other resources (e.g. training) (please specify)	2	19	30	25	20
	Covering ECDL and general IT system training				
ODPM e-Innovations Fund capital grant	0	0	18	0	0
	NWECC elnnovations bid				
financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB), EU funding	0	79	300	0	0
	ISB (79) Bid to DWP for Document imaging/management (300)				
<b>Total</b>	<b>1110</b>	<b>1546</b>	<b>1584</b>	<b>345</b>	<b>240</b>

## Section 6 - Local e-Government Programme Efficiency Gains

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)			
	01/02 to 03/04	04/05	05/06	06/07	07/08
<b>a) Cash Releasing Efficiency Gains</b>					
e-Procurement, of which:					
• achieved through reductions in prices		40	120	280	400
	Insufficient evidence is available at this stage to quantify the exact cashable amount that can be achieved. However, rough estimates have been provided. The Council is currently undertaking a spend analysis which will establish a baseline to which efficiencies can then be calculated. Collaboration with other districts in purchasing has reduced the cost of procuring of IT equipment through the Connected Cumbria initiative.				
• other gains from e-procurement		0	20	20	20
	Insufficient evidence is available at this stage to quantify the exact efficiencies that can be gained. However, rough estimates have been provided. The Council will shortly be undertaking an exercise to calculate the cost associated with placing purchase orders. A business case will also be produced for e-procurement, this will investigate issues such as e-sourcing, procurement cards, e-tendering, e-marketplaces, consolidated invoicing, etc.				
Corporate support (back office), of which:					
• e-recruitment		0	5	5	10
	Savings are anticipated in postage, advertising and printing costs.				
• e-payments		2	3.5	5	7
	It is estimated that the Council's e-payments will gradually increase over time although there is insufficient data to provide anything other than rough figures at this stage.				
• Other corporate support gains		0	0	30	60
	The implementation of a document imaging/management system in 2005/06 is expected to result in savings from storage costs and the cost of physical paper file management.				
Transactional services		0	0	45	90
	The transactional website and implementation of Customer Service Centres (with associated CRM system) are expected to yield efficiency savings as customers migrate to more cost effective access channels.				
Productive time		0	0	45	90
	The process mapping and redesign project is expected to produce savings through elimination of inefficient working practices. The project will also result in an increase in the range of services delivered at the front office, releasing back-office staff for more productive work.				
<b>Sub total (a) cash releasing efficiency gains)</b>	<b>0</b>	<b>42</b>	<b>148.5</b>	<b>430</b>	<b>677</b>
<b>b) Non Cash Releasing Efficiency Gains</b>					
non-cash benefits (1) please specify		20	40	70	90

	Improved information and service availability through our 24/7 website. Council agendas, minutes and reports are provided on-line for councillor and public access. All our councillors are on-line, an increasing number using broadband connections. The council is providing council officers with the opportunity for flexibility working and homeworking. These figures are estimates, as the exact monetary value of these efficiency gains is difficult to quantify.				
non-cash benefits (2) please specify		0	0	0	0
<b>Sub total (b) non cash releasing efficiency gains)</b>	<b>10</b>	<b>20</b>	<b>40</b>	<b>70</b>	<b>90</b>
<b>TOTAL EFFICIENCY GAINS - GROSS</b>	<b>10</b>	<b>62</b>	<b>188.5</b>	<b>500</b>	<b>767</b>
LESS e-government implementation expenditure	1110	1546	1584	345	240
<b>TOTAL EFFICIENCY GAINS - NET</b>	<b>-1100</b>	<b>-1484</b>	<b>-1395.5</b>	<b>155</b>	<b>527</b>