



# ***Implementing Electronic Government Statement 2003 (IEG3)***



# IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2003 (IEG3)

## 1. Priority Services

This Implementing Electronic Government statement (IEG3) is a joint submission by the Connected Cumbria Partnership, which comprises:

Allerdale Borough Council, Barrow Borough Council, Carlisle City Council, Copeland Borough Council, Cumbria Association of Local Councils, Cumbria County Council, Cumbria Fire Service, Cumbria Police Authority, Eden District Council and South Lakeland District Council.

The partnership supports the North West e-Government Group (NWeGG) aiming to accelerate the implementation of e-government in the region through partnership working. The partnership is represented on the NWeGG Executive Board. The Chairman of the NWeGG Programme Board is from the partnership and the partnership is represented on the NWeGG Strategic Support Board.

The Partnership has worked collectively to address the seven shared priorities for local government and meet its local strategic priorities. Of particular importance locally are:

- Delivering services that attack exclusion and poverty, in both urban and remote rural areas to consistent standards.
- Obtaining best value from the information technology market in the area, which is less active and competitive than in many other parts of the United Kingdom.

The schemes that relate specifically to the National priorities are described in a subsequent section. Current partnership initiatives to encourage and facilitate joint working include:

- Funding an e-Government unit to support the partnership in its work.
- Procuring content management systems to support the delivery of web sites, enabling shared content across the partners at a significant cost reduction. The partners benefit from shared product implementation and training.
- Tendering for the purchase and implementation of an e-forms tool, which will enable the shared development of a standard range of forms that all partners can adopt. These intelligent forms will make customer access to services much better. The planned roll out from the pilot will commence in January 2004.
- Working on a joint project to satisfy the new licensing legislation, using the eforms project as a base to develop the appropriate online application forms. A back office product to be used by all partners is also being procured.
- Developing the online Community Voice from the partners experience with the Citizens Panel. The new medium will support better consultation with our community.
- Involving Members in training and awareness days, which enable the partnership to promote its agenda, to develop a greater understanding of the national and local egovernment agenda and ensure that Members understand the agenda.
- Working together to develop a "Cumbria LLPG", raising the awareness of GIS, supporting partners and establishing local naming standards and conventions which support the national standards.
- Developing pilot "contact centres" which will support improved service delivery, for example by extending opening hours. Sharing and disseminating lessons learnt to other partners.

The partnership is addressing the national priorities in a number of ways:

- *Raising standards across schools*
  - Cumbria County Council is currently implementing an Education Management System, which will support the integration and unification of services for children.

- The delivery of electronic white boards into schools (via CREDITS) to support teachers in the classroom to deliver interactive education in support of the National curriculum.
- The installation of 300 + laptops into schools to support teachers, providing improved communication within the teaching community and support the sharing of good practice.
- The planned rollout of Broadband connectivity to schools is currently at 52%, well ahead of the Governments target, despite the difficult terrain in Cumbria
- *Improving the quality of life of children, young people, families at risk and older people*
  - Cumbria County Council plan the rollout of a secured network connection which will support Identification Referral Tracking (IRT) between Social and Health Services; address the principles of the governments green paper “every Child matters” in relation to sharing information and monitoring and identifying of children at risk.
  - The partnership is working together to deliver intelligent electronic forms that will make customer application for services simpler.
  - The use of GIS by the partners based around the delivery of a “Cumbria LLPG” will support service planning.
- *Promoting healthier communities by targeting key local services such as health and housing.*
  - The secured network with help will support greater co-operation between health and social care.
  - The deployment of a pilot project to the other partners connecting Building Control and the planning process to the Fire Service will promote safer building and homes.
- *Creating safer and stronger communities.*
  - Providing active support and working with Local Strategic Partnerships namely Carlisle and Eden, Cumbria, Furness, South Lakeland and West Cumbria and. The development of the West Cumbria partnership web site will provide a pilot from which other LSP’s local web sites will evolve. The web site will provide the local community with a forum for the exchange of information and improved public consultation.
  - The partnership is working on the delivery of a cross partnership licensing project, which will deliver a uniform product bringing together the District Council, the Fire Service and the Police addressing the Government’s new legislation in this area.
  - The partners are all active in the multi agency Crime Reduction partnerships.
- *Transforming our local environment*
  - Street scene requests (including waste collection and management) are being handled through local customer access channels, which include contact centres.
  - Waste Management information is available through a new web site, which gives details of all local collection points across the County.
- *Meeting transport needs effectively*
  - The planned use of the EMS to establish school travel patterns to enable better planning.
  - The development of a shared database to support road situation reporting and knowledge between the police, fire and Highways authority.
  - Establishment of County Council ‘Highways Hotline’ for public hazard reports and

improvement suggestions.

- *Promoting the economic vitality of local communities*
  - The partnership is leading on the development of content syndication with the NWDA and Cumbria Tourist Board. NWeGG, NWDA and the partnership are funding the project jointly. The purpose of the project is to deliver shared content across the partnership and to outside agencies.
  - CIBI and Project Access – CIBI seeks to deliver broadband connectivity to 95% of the sub-region at metropolitan rates. Project Access is about raising awareness of Broadband with SME's and developing potential usage of the broadband service in the sub-region.
  - Business development – working with Business Link and NWDA on a project to identify SME's with access to broadband to develop local e-procurement initiatives with the Local Authorities based around 'Lets Buy It.Com" principles and use of the National Project outputs.

## 2. Self-Assessment of Local e-Organisation

Traffic Light Status: availability against 31 December 2005 target date for local e-government	Status at 31/03/02	Status at 31/03/03	Anticipated Status at 31/03/04	Anticipated Status at 31/03/05	Anticipated Status at 31/03/06	
<p><b>Interactions</b></p> <ul style="list-style-type: none"> <li>Progress towards 2005 target for the 100% e-enablement of local services</li> </ul>	Amber	Amber	Amber	Amber	Green	The partners will achieve 100% enablement of priority services as identified by this proforma guideline.
<p><b>Access Channels</b></p> <ul style="list-style-type: none"> <li>Publication of approved strategy for development of access channels</li> <li>Local service websites (tailored to achievement of transactional status<sup>1</sup> for corporate “.gov.uk” website)</li> <li>Specialist portals for local authority services in two-tier areas</li> <li>Contact centres (e-enabled &amp; dealing with at least 80% of incoming telephone calls to the local authority)</li> <li>Establishment of fully e-enabled one stop shops for face-to-face customer</li> </ul>	Black	Green	Green	Green	Green	<p>The partnership strategy for access channels was published in the IEG2 statement and formally approved by each partner.</p> <p>The eForms and CMS (LGOL funded projects) will enable the partnership to achieve transactional status.</p> <p>The strategy of the partnership is to have a distributed approach providing local access to service. The partnership will participate in the NWeGG portal project. Partners are committed to the planning portal and submit a plan portal. <b>See Appendix.</b></p> <p>The partnership does not have a strategic plan, however partners have implemented Contact Centres and this knowledge will be shared within the partnership. Because of the complexity Cumbria CC will take longer to implement.</p> <p>Contact centres will be established by the district partners, which will provide assisted use of existing systems. Cumbria</p>

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<p>contact</p> <ul style="list-style-type: none"> <li>• Use of mobile technology for home visits / supported access services</li> <li>• Establishment of Interactive Digital TV service</li> <li>• E-democracy – participation in the electoral modernisation pilots for electronic voting or electronic counting</li> <li>• E-mail &amp; Internet access provided for all Members</li> <li>• Engagement with intermediaries re delivery of e-government services (e.g. Citizens Advice Bureaux)</li> </ul>	<p><b>Black</b></p> <p><b>Black</b></p> <p><b>Black</b></p> <p><b>Red</b></p> <p><b>Green</b></p>	<p><b>Black</b></p> <p><b>Black</b></p> <p><b>Black</b></p> <p><b>Amber</b></p> <p><b>Green</b></p>	<p><b>Black</b></p> <p><b>Black</b></p> <p><b>Black</b></p> <p><b>Green</b></p> <p><b>Green</b></p>	<p><b>Black</b></p> <p><b>Black</b></p> <p><b>Black</b></p> <p><b>Green</b></p> <p><b>Green</b></p>	<p><b>Black</b></p> <p><b>Black</b></p> <p><b>Black</b></p> <p><b>Green</b></p> <p><b>Green</b></p>	<p>CC will take longer to implement because of the complexity and confidentiality in service delivery of social services.</p> <p>At this point in time there is no partnership strategy for the use of mobile technology. <b>See Appendix</b></p> <p>The partnership has not adopted a strategy relating to DTV because of the limited access to this channel of delivery within Cumbria. <b>See Appendix</b></p> <p>The partnership is waiting for more information and government to provide a route map before determining a policy in this area. <b>See Appendix</b></p> <p>Member take up has been positive in some of the Partners – Allerdale, Carlisle and Cumbria CC have implemented access. The other Partners are currently rolling out delivery.</p> <p>The partnership includes CALC representing the parish councils – seen by the partners and supporting initiatives to deliver an access channel in the rural communities via the parish councils. In view that the Northwest will be facing re-organisation this policy is seen as providing some sustainability and continuity in the access to services.</p>
<p><b>Trust &amp; connections</b></p> <ul style="list-style-type: none"> <li>• Use of Government Gateway (e.g. for secure authenticated transactions) (see <a href="http://www.govtalk.gov.uk/gateway_part">http://www.govtalk.gov.uk/gateway_part</a>)</li> </ul>	<p><b>Black</b></p>	<p><b>Black</b></p>	<p><b>Black</b></p>	<p><b>Black</b></p>	<p><b>Red</b></p>	<p>The partnership is waiting for Government guidance on trust and connectivity and watching the outcomes of Councils</p>

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<p><a href="#">nerlink</a>)</p> <ul style="list-style-type: none"> <li>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> &amp; <a href="http://www.govtalk.gov.uk">www.govtalk.gov.uk</a>)</li> <li>Adoption of Guidelines for UK Government Websites (see <a href="http://www.e-envoy.gov.uk/oeo/oeo.nsf/sections/web-guidelines-handbook-top/\$file/handbookindex.htm">www.e-envoy.gov.uk/oeo/oeo.nsf/sections/web-guidelines-handbook-top/\$file/handbookindex.htm</a>)</li> <li>Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see <a href="http://www.w3.org/WAI">http://www.w3.org/WAI</a>)</li> <li>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; <a href="http://www.pro.gov.uk/recordsmanagement/access/default.htm">http://www.pro.gov.uk/recordsmanagement/access/default.htm</a>)</li> <li>Establishment of corporate information management policy (e.g. covering management of information assets, evidence for accountability, security, assurance, disaster &amp; contingency)</li> </ul>	<p><b>Red</b></p> <p><b>Red</b></p> <p><b>Red</b></p> <p><b>Black</b></p> <p><b>Black</b></p>	<p><b>Amber</b></p> <p><b>Red</b></p> <p><b>Red</b></p> <p><b>Red</b></p> <p><b>Black</b></p>	<p><b>Green</b></p> <p><b>Amber</b></p> <p><b>Amber</b></p> <p><b>Amber</b></p> <p><b>Black</b></p>	<p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p> <p><b>Red</b></p>	<p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p> <p><b>Amber</b></p>	<p>currently developing access and use of the Gateway.</p> <p>The partnership has agreed that all its partners will purchase eGif compliant products. The partners are aware that not all products are fully eGif compliant and this will be implemented as part of the refresh strategy of the partnership. This is determined by product availability. The partnership has agreed to the adoption of existing e-GMS metadata standards in the development of information standards.</p> <p>The partnership have agreed to adopt the standards and working towards implementation</p> <p>Supported by the introduction of the CMS and eForms projects. The initial conformance was to A standard. The partnership is currently reviewing progress to this initial standard and will move to the new conformance as a policy.</p> <p>All partners will conform to the legislation by 2005.</p> <p>The partners are working at different levels and will share knowledge and experience in developing a partnership approach to this.</p>

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<p>planning)</p> <ul style="list-style-type: none"> <li>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.lcd.gov.uk/consult/datasharing/datashare.htm">http://www.lcd.gov.uk/consult/datasharing/datashare.htm</a> &amp; <a href="http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf">http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf</a>)</li> <li>Establishment of partnerships for the joint (aggregated) procurement of broadband services</li> <li>Compliance with BS 7799 on information security management</li> </ul>	<p><b>Black</b></p> <p><b>Green</b></p> <p><b>Black</b></p>	<p><b>Black</b></p> <p><b>Green</b></p> <p><b>Red</b></p>	<p><b>Red</b></p> <p><b>Green</b></p> <p><b>Red</b></p>	<p><b>Amber</b></p> <p><b>Green</b></p> <p><b>Amber</b></p>	<p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p>	<p>The partnership does not have a response to this currently. A gap analysis undertaken by the partnership has highlighted the need for the partners to develop a model charter.</p> <p>The partnership supported the initiation of CIBI (Cumbria ICT Broadband Initiative) to develop a broadband infrastructure for the Cumbrian Sub Region. A strategy was developed and a market testing exercise is now underway through the European Journal – anticipated to deliver 2004 subjected to EU approval. The partnership will support the regional aggregation Bodies (RAB's) being established by Government</p> <p>The partnership will share knowledge and disseminate information to work towards compliance</p>
<p><b>Enablers</b></p> <ul style="list-style-type: none"> <li>Use of smart cards to support service development &amp; delivery</li> <li>Corporate use of Customer Relationship Management (CRM) software</li> <li>Corporate use of Geographic</li> </ul>	<p><b>Black</b></p> <p><b>Red</b></p>	<p><b>Black</b></p> <p><b>Red</b></p>	<p><b>Black</b></p> <p><b>Red</b></p>	<p><b>Black</b></p> <p><b>Amber</b></p>	<p><b>Black</b></p> <p><b>Green</b></p>	<p>The partnership is awaiting the outcome of the National project. However some partners are engaging with a transport smart initiative for concessionary fare travel. <b>See Appendix</b></p> <p>The partnership is currently investigating CRM and will use the outputs from the National project and local projects implemented by two partners - Copeland and South Lakeland.</p>

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<p>Information Systems (GIS) (e.g. for map-based data presentation)</p> <ul style="list-style-type: none"> <li>• Corporate ICT support and documented policy for home working (teleworking) by staff</li> <li>• Use of telemetric systems for remote monitoring &amp; signalling, e.g. helping older people remain in their homes</li> <li>• Establishment of corporate Intranet</li> <li>• Corporate use of Document Image Processing &amp; Workflow systems</li> <li>• Application of Knowledge Management (KM) systems &amp; techniques for service improvement</li> <li>• Establishment of corporate policy on electronic records management</li> </ul>	<p><b>Red</b></p> <p><b>Black</b></p> <p><b>Black</b></p> <p><b>Red</b></p> <p><b>Red</b></p> <p><b>Black</b></p> <p><b>Black</b></p>	<p><b>Amber</b></p> <p><b>Black</b></p> <p><b>Black</b></p> <p><b>Amber</b></p> <p><b>Amber</b></p> <p><b>Black</b></p> <p><b>Black</b></p>	<p><b>Amber</b></p> <p><b>Black</b></p> <p><b>Black</b></p> <p><b>Green</b></p> <p><b>Amber</b></p> <p><b>Black</b></p> <p><b>Black</b></p>	<p><b>Green</b></p> <p><b>Black</b></p> <p><b>Black</b></p> <p><b>Green</b></p> <p><b>Amber</b></p> <p><b>Black</b></p> <p><b>Black</b></p>	<p><b>Green</b></p> <p><b>Black</b></p> <p><b>Black</b></p> <p><b>Green</b></p> <p><b>Green</b></p> <p><b>Black</b></p> <p><b>Black</b></p>	<p>The partnership has established a sub regional GIS group working on standards in addressing and providing mutual support for the development of the NLPG and developing best practice in the use of GIS.</p> <p>There is no partnership policy in place however the partners are exchanging information and best practice. There is some conflict between Health and Safety issues and encouraging home working and further guidance is required. <b>See Appendix</b></p> <p>Whilst there is no partnership policy, two partners are working on vehicle tracking. Dissemination of information to the partnership from these projects will help in the determination of a policy. <b>See Appendix</b></p> <p>All partners have developed intranets and the partnership is currently developing a partnership web presence to share information and promote its existence.</p> <p>The partners collectively purchased a workflow system and are now working to implement by sharing knowledge and best practice. Whilst the partners have no policy on DIP, many of the partners are working to implement DIP and through this the other partners will learn.</p> <p>This was a issue identified by the partnership as a weakness when undertaking a GAP analysis. <b>See Appendix</b></p> <p>The partnership does not have a policy on this and it is not within the remit of the partnership currently. <b>See Appendix</b></p>

## 2. Self-Assessment of Local e-Organisation

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<b>Core Systems</b>						
<ul style="list-style-type: none"> <li>Use of systems to enable e-procurement</li> </ul>	<b>Black</b>	<b>Black</b>	<b>Red</b>	<b>Red</b>	<b>Amber</b>	One of the partners (Carlisle) is effective in e-procurement, however the partnership is looking to the outcomes of the national project and a regional project established through NWeGG.
<ul style="list-style-type: none"> <li>Upgrade of financial information systems to support e-government</li> </ul>	<b>Black</b>	<b>Black</b>	<b>Black</b>	<b>Black</b>	<b>Black</b>	This is not part of the partnership strategy and will be dealt with by individual partner submission.
<ul style="list-style-type: none"> <li>Upgrade of office systems to support e-government, e.g. web-enabling legacy systems</li> </ul>	<b>Black</b>	<b>Black</b>	<b>Black</b>	<b>Black</b>	<b>Black</b>	<b>See Appendix</b>
<ul style="list-style-type: none"> <li>Upgrade of Human Resources &amp; payroll systems to support e-government</li> </ul>	<b>Black</b>	<b>Black</b>	<b>Black</b>	<b>Black</b>	<b>Black</b>	This is not part of the partnership strategy and will be dealt with by individual partner submission. <b>See Appendix</b>
<ul style="list-style-type: none"> <li>Upgrade of asset management systems to support e-government</li> </ul>	<b>Black</b>	<b>Black</b>	<b>Black</b>	<b>Black</b>	<b>Black</b>	This is not part of the partnership strategy and will be dealt with by individual partner submission. <b>See Appendix</b>
<ul style="list-style-type: none"> <li>Link to National Land &amp; Property Gazetteer (NLPG) (<a href="http://www.nlpg.org.uk">http://www.nlpg.org.uk</a>)</li> </ul>	<b>Red</b>	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	<b>Green</b>	The partnership has established a joint working group on standards and members help each other to support the delivery of the NLPG.
<ul style="list-style-type: none"> <li>Automated interface with National Land Information Service (NLIS) hub (<a href="http://www.nlis.org.uk">http://www.nlis.org.uk</a>)</li> </ul>	<b>Black</b>	<b>Black</b>	<b>Black</b>	<b>Black</b>	<b>Black</b>	The partnership is represented on the NWeGG CON29 project delivering an XML schema for the exchange of data between consultees and the responsible authority. <b>See Appendix</b>
<ul style="list-style-type: none"> <li>Upgrade of income collection systems</li> </ul>						



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<ul style="list-style-type: none"> <li>Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures</li> </ul>	Black	Green	Green	Green	Green	The risks and the management of the risk were identified within IEG2
<ul style="list-style-type: none"> <li>Use of customer consultation/research to inform development of corporate e-government strategy</li> </ul>	Green	Green	Green	Green	Green	The partnership has made effective use of the Cumbria wide citizen's panel and will make use of the new Community Voice development. This is a new development based upon the experience of the citizen's panel.
<ul style="list-style-type: none"> <li>Establishment of policy for addressing social inclusion within corporate e-government strategy</li> </ul>	Amber	Green	Green	Green	Green	The partnership's IEG2 statement presented our policy in addressing this issue.
<ul style="list-style-type: none"> <li>Establishment of internal targets &amp; measures for e-services, including:               <ul style="list-style-type: none"> <li>Customer take up</li> <li>Customer satisfaction</li> <li>Value for money / cost effectiveness</li> </ul> </li> </ul>	Black	Black	Red	Amber	Green	The gap analysis undertaken by the partnership identified these as weak areas for the partnership. From the gap analysis the partnership will consider actions to be taken to address these deficiencies for the partnership.
<ul style="list-style-type: none"> <li>Use of project management methodologies (e.g. PRINCE2)</li> </ul>	Red	Amber	Green	Green	Green	The partnership is currently reviewing the methodologies in use by the partners, and it will adopt a methodology based upon Prince 2.
<ul style="list-style-type: none"> <li>Establishment of e-skills training programme for staff (e.g. European Computer Driving Licence)</li> </ul>	Black	Black	Black	Black	Black	The Gap analysis showed that the partnership should address the issue. <b>See Appendix.</b>
	Black	Black	Black	Black	Black	There is currently no partnership strategy for this area. <b>See Appendix</b>

## 2. Self-Assessment of Local e-Organisation

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<ul style="list-style-type: none"> <li>• Use of networked technologies to support e-learning</li> </ul>						

### 3. BVPI 157

BVPI 157 Interaction Type	Actual		Forecast		
	2001/2	2002/3 *	2003/4	2004/5	2005/6
<b>Providing information:</b>					
• Total types of interaction e-enabled	227	674			
• % e-enabled	32	54	79	94	100
<b>Collecting revenue:</b>					
• total types of interaction e-enabled	3	68			
• % e-enabled	94	28	91	95	100
<b>Providing benefits &amp; grants:</b>					
• total types of interaction e-enabled	16	20			
• % e-enabled	35	12	63	78	100
<b>Consultation:</b>					
• total types of interaction e-enabled	44	124			
• % e-enabled	12	39	47	82	100
<b>Regulation (such as issuing licences):</b>					
• total types of interaction e-enabled	33	82			
• % e-enabled	1	27	39	75	100
<b>Applications for services:</b>					
• total types of interaction e-enabled	142	404			
• % e-enabled	15	34	44	73	100
<b>Booking venues, resources &amp; courses:</b>					
• total types of interaction e-enabled	15	78			
• % e-enabled	6	40	45	67	100
<b>Paying for goods &amp; services:</b>					
• total types of interaction e-enabled	57	250			
• % e-enabled	44	57	74	79	100
<b>Providing access to community, professional or business networks:</b>					
• total types of interaction e-enabled	34	69			
• % e-enabled	32	24	66	80	100
<b>Procurement:</b>					
• total types of interaction e-enabled	2	19			
• % e-enabled	67	25	67	79	100
• <b>TOTAL: TYPES OF INTERACTION E-ENABLED</b>					
• <b>% E-ENABLED</b>	<b>572</b>	<b>1787</b>			
	<b>27</b>	<b>40</b>			

\*This table is an aggregation of the District's IEG BVI 157. The County Council were unable to supply the information in a similar format. However the BVPI figures for the County Council are appended to the main document. The partnerships now use the ISD Toolkit to determine BVPI 157.

#### 4. Access Channel Take-Up

E-enablement & Main E-Access Channel Take-Up	Actual ('000s)		Forecast ('000s)			Comment
	01/2	02/3	03/4	04/5	05/6	
<b>Local Service Websites</b> <ul style="list-style-type: none"> <li>Page impressions (annual)</li> <li>Unique users, i.e. separate individuals visiting website (annual)</li> <li>Number of e-enabled payment transactions accepted via website</li> <li>Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via website</li> </ul>						See Appendix
<b>Telephone</b> <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> <ul style="list-style-type: none"> <li>Number of e-enabled payment transactions accepted by telephone</li> <li>Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via telephone</li> </ul>						See Appendix
<b>Face To Face</b> <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> <ul style="list-style-type: none"> <li>Number of e-enabled payment transactions accepted via personal contact</li> <li>Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via personal contact</li> </ul>						See Appendix
<b>Other Electronic Media</b> <i>(e.g. BACS, text messaging):</i> <ul style="list-style-type: none"> <li>Number of e-enabled payment transactions accepted via BACS or other electronic form</li> <li>Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via other electronic media</li> </ul>						See Appendix
<b>Non Electronic</b> <i>(e.g. cash office, post)</i> <ul style="list-style-type: none"> <li>Number of payments accepted by cheque or other non-electronic form</li> <li>Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via non-electronic form</li> </ul>						See Appendix

## 5. Delivery of Key Technical Building Blocks & Priority Services

A sliding scale from 1-5 (i.e. from 1=not useful, to 5=essential) should be used.

National Project Technical Building Blocks & Priority Service Areas	Use of outputs from ODPM Pathfinder Project (please score between 1-5)	Use of outputs from ODPM National Project (please score between 1-5)	Partnership working with other local authorities (please score between 1-5)	Other Means (please score between 1-5)	Comment (please comment briefly on your plans for developing each named technical building block or priority service area)
Websites	2	1	5	5	The partnership has used the Aplans Categorisation from the Pathfinder project and awaits outcomes from the national project on information management and how to implement Metadata standards.
Smart cards	1	1	3	3	Using NWeGG partnership to disseminate information about Project. The partners are rolling out the NOW card project – concessionary fare smart cards in partnership with Cumbria CC Blackpool, Burnley and Lancashire CC.
Interactive Digital TV	1	1	1	1	The consultation process through the Citizens panel identified limited take up of iDTV at present. There is limited access to iDTV within the geographic area. There is no helpful information from the National project yet however the partnership will monitor output from the project.
Mobile Technology (i.e. for home/site visits)		1	1	1	The police are using Airwave and mobile technology is being assessed by the fire Service and Police. There is limited information for the partnership to act upon.
Telemetry (i.e. remote, real time & signalling)		1	1	1	The partnership has no strategic direction on this. However Carlisle city are using the technology in its secure parking areas. Cumbria CC is using the technology to monitor road status.
Customer Relationship Management (CRM)	3	1	2	4	The partners are working together and have an active program of initiating customer contact centres to improve service delivery. South Lakeland and Copeland have implemented telephony based central contact centres other partners are actively working towards the same.
Knowledge Management	1	1	1	2	The partnership initiated a project on content syndication to share information between the partners and Cumbria tourist board. The NWDA and NWeGG support the project.
Workflow	2	1	5	3	The partnership undertook a joint procurement process to purchase eWorks. Partners are redesigning processes to

National Project Technical Building Blocks & Priority Service Areas	Use of outputs from ODPM Pathfinder Project (please score between 1-5)	Use of outputs from ODPM National Project (please score between 1-5)	Partnership working with other local authorities (please score between 1-5)	Other Means (please score between 1-5)	Comment (please comment briefly on your plans for developing each named technical building block or priority service area)
					share – sickness-recording, complaints monitoring.
e-Procurement	1	2	1	3	The partners are progressing e-procurement at different levels. The outputs from the national project will support the development.
Schools admissions		1	1	2	Supplier information more helpful. Cumbria CC has undertaken the procurement of a new admissions system and will monitor relevance of national project.
Local Planning Services	2	2	1	4	The partners are using National projects – The Planning Portal and Submit-a-plan - and are progressing the publishing of plans to web sites.
Electronic exchange of property information with Valuation Office Agency (VOA) for Council Tax & Business Rates		1	1	1	Limited awareness of project and with limited volumes of Council tax this does not form part of the partnership's strategy. However a number of the partners are updating their Revenues and Benefits systems to comply with eGif standards.
Working with business		1	4	4	The partnership is working with the LSP Business link and developing a cross regional partnership project with the NWDA and supported by NWeGG.
Crime reduction / youth offending		1	4	4	The partnership will consider the implications of the Green paper subject to agreed protocols. The partners are active in the local crime and disorder partnership.
Claiming benefits		1	1	1	A number of partners are implementing new Revenues and Benefits systems. There is no awareness of the National project and what it is trying to achieve.
Local e-Government Standards & Accreditation	3	4	3	3	The partnership is aware of the need for standards such as eGMS. Working with NWeGG to implement standards. The partnership has agreed the use of the Prince 2 methodology across the partnership.
Fire Services		3	3	3	Awareness of National proposals. The streams have just been published and the fire service (a partner in CCP) is working towards its implementation.
Trading standards		1	1	1	Cumbria and Lancashire have developed a web site to provide information to the public and a call centre is being developed in line with current thinking.
Multi Agency Information Sharing	1	3	3	3	Local strategies are being developed between health and Social services to enable single referrals. Working with

National Project Technical Building Blocks & Priority Service Areas	Use of outputs from ODPM Pathfinder Project <i>(please score between 1-5)</i>	Use of outputs from ODPM National Project <i>(please score between 1-5)</i>	Partnership working with other local authorities <i>(please score between 1-5)</i>	Other Means <i>(please score between 1-5)</i>	Comment <i>(please comment briefly on your plans for developing each named technical building block or priority service area)</i>
					Business Link and Tourist Board on Information sharing Project. Working with the Fire and Police on the eForms project to deliver a single licence system for Cumbria. Working closely with Health on information sharing project.
e-Democracy		3	1	1	The development of the Community Voice is seen as a better way of accessing the community. The improvement in information availability with the use of a Content Management System. The partnership is awaiting the outcome of the national road map. Copeland BC participated in postal vote initiative

## 6. Resources

Resources	Actual (£'000s)		Forecast (£'000s)			Comment
	01/2	02/3	03/4	04/5	05/6	
<ul style="list-style-type: none"> <li>£200,000 IEG money in 2002/3 and 2003/4</li> </ul>		21	70	56	70	Partners contributions from IEG monies
<ul style="list-style-type: none"> <li>financial contributions from EU funding</li> </ul>						
<ul style="list-style-type: none"> <li>financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB)</li> </ul>		90	400			£90K LGOL Round 2 developing egovernment unit, development of IEG” and Content Management procurement £400K LGOL Round 3 – eForms and Business Development
<ul style="list-style-type: none"> <li>financial contribution from public-private partnerships</li> </ul>						
<ul style="list-style-type: none"> <li>financial contribution to or from partnership projects undertaken with other organisations, including ongoing project work using ODPM Local e-Government Partnership Programme funding and work with other government departments or agencies that have an element of service e-enabling</li> </ul>						
<ul style="list-style-type: none"> <li>resources being applied from internal revenue and capital budgets to improve the quality of services through e-enablement</li> </ul>			110			£110 NWeGG funding for Content syndication partnership working with NWDA and Tourist Board.
<ul style="list-style-type: none"> <li>other resources (e.g. training) (please specify)</li> </ul>						
<b>Sub total</b>		111	580	56		
<ul style="list-style-type: none"> <li>less current and projected savings produced from e-government investment</li> </ul>						
<b>TOTAL</b>		111	580	56		

## **Appendices**

Each partner has submitted four tables supplementing the partnership IEG 3 submission:

- **Table 2 - Self-Assessment of Local e-Organisation**
- **Table 3 - BVPI 157**
- **Table 4 - Access Channel Take-Up**
- **Table 6 - Resources**

The Appendices are:

<b>Appendix 1</b>	<b>Allerdale Borough Council</b>
<b>Appendix 2</b>	<b>Barrow Borough Council</b>
<b>Appendix 3</b>	<b>Carlisle City Council</b>
<b>Appendix 4</b>	<b>Copeland Borough Council</b>
<b>Appendix 5</b>	<b>Cumbria County Council</b>
<b>Appendix 6</b>	<b>Cumbria Fire Service</b>
<b>Appendix 7</b>	<b>Eden District Council</b>
<b>Appendix 8</b>	<b>South Lakeland District Council</b>

## Appendices

### Appendix 1

#### Allerdale Borough Council

**Table 2 - Self-Assessment of Local e-Organisation**

<b>Traffic Light Status: availability against 31 December 2005 target date for local e-government</b>	Status at 31/03/02	Status at 31/03/03	Anticipated Status at 31/03/04	Anticipated Status at 31/03/05	Anticipated Status at 31/03/06	
<b>Access Channels</b>						
<ul style="list-style-type: none"> <li>• Specialist portals for local authority services in two-tier areas</li> </ul>	<b>Red</b>	<b>Black</b>	<b>Black</b>	<b>Black</b>	<b>Black</b>	Allerdale is very supportive of the strategic approach adopted by the CCP, to have a distributed approach to providing local access to service.
<ul style="list-style-type: none"> <li>• Use of mobile technology for home visits / supported access services</li> </ul>	<b>Black</b>	<b>Black</b>	<b>Red</b>	<b>Red</b>	<b>Amber</b>	As part of our implementation of a new Revenues and Benefits system we will be investigating remote access to the system for visiting benefits officers. We are also awaiting feedback from the County Council's work in this area.
<ul style="list-style-type: none"> <li>• Establishment of Interactive Digital TV service</li> </ul>	<b>Black</b>	<b>Black</b>	<b>Black</b>	<b>Black</b>	<b>Black</b>	DTV is not a priority area for Allerdale due to limited access to this channel of delivery within Cumbria.
<ul style="list-style-type: none"> <li>• E-democracy – participation in the electoral modernisation pilots for electronic voting or electronic counting</li> </ul>	<b>Black</b>	<b>Black</b>	<b>Black</b>	<b>Black</b>	<b>Black</b>	Allerdale is waiting for more information and government guidance before determining a policy in this area. A recent by-election was successfully conducted as a fully postal vote.
<b>Enablers</b>						
<ul style="list-style-type: none"> <li>• Use of smart cards to support service development &amp; delivery</li> </ul>	<b>Black</b>	<b>Black</b>	<b>Black</b>	<b>Black</b>	<b>Black</b>	Allerdale is currently investigating the possibility of joining the Cumbria/Lancashire 'Nowcard' transport smart initiative for concessionary fare travel. We are also closely following the progress of the National Project.
<ul style="list-style-type: none"> <li>• Corporate ICT support and documented policy for home working</li> </ul>	<b>Red</b>	<b>Amber</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	The Executive has agreed a policy. Where possible we ensure that new systems being procured offer the capability for home working i.e. browser based where possible.

## Appendices

Traffic Light Status: availability against 31 December 2005 target date for local e-government	Status at 31/03/02	Status at 31/03/03	Anticipated Status at 31/03/04	Anticipated Status at 31/03/05	Anticipated Status at 31/03/06	
<p>(teleworking) by staff</p> <ul style="list-style-type: none"> <li>• Use of telemetric systems for remote monitoring &amp; signalling, e.g. helping older people remain in their homes</li> <li>• Application of Knowledge Management (KM) systems &amp; techniques for service improvement</li> <li>• Establishment of corporate policy on electronic records management</li> </ul>	<p><b>Black</b></p> <p><b>Black</b></p> <p><b>Black</b></p>	<p><b>Black</b></p> <p><b>Black</b></p> <p><b>Black</b></p>	<p><b>Black</b></p> <p><b>Black</b></p> <p><b>Amber</b></p>	<p><b>Black</b></p> <p><b>Black</b></p> <p><b>Green</b></p>	<p><b>Black</b></p> <p><b>Black</b></p> <p><b>Green</b></p>	<p>This is not a priority area for Allerdale. As Cumbria is two tier, most of the services requiring this technology are currently provided by the County Council e.g. Social Services. Allerdale has also outsourced its housing.</p> <p>To enable us to develop our strategy and plans we are closely following the progress of the Knowledge Management National Project.</p> <p>We are planning to develop a corporate policy based on the 'e-Government Policy Framework for Electronic Records Management' V2.</p>
<p><b>Core Systems</b></p> <ul style="list-style-type: none"> <li>• Upgrade of financial information systems to support e-government</li> <li>• Upgrade of office systems to support e-government, e.g. web-enabling legacy systems</li> <li>• Upgrade of Human Resources &amp; payroll systems to support e-government</li> </ul>	<p><b>Red</b></p> <p><b>Amber</b></p> <p><b>Red</b></p>	<p><b>Red</b></p> <p><b>Amber</b></p> <p><b>Red</b></p>	<p><b>Amber</b></p> <p><b>Amber</b></p> <p><b>Amber</b></p>	<p><b>Green</b></p> <p><b>Amber</b></p> <p><b>Green</b></p>	<p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p>	<p>Allerdale are currently engaged in a procurement exercise to upgrade our financial systems. The new system will be fully eGIF compliant.</p> <p>Allerdale has a programme to replace existing legacy back-office systems. The revenues and benefits system is currently in the process of being replaced. A new democratic services system was installed in Sep 03 and a new decriminalised parking system went live in Oct 03. We are also currently engaged in a procurement exercise to enable us to upgrade our Planning, Building Control, Environmental Health systems.</p> <p>Our existing HR system is programmed for replacement in 2004. Initial investigations have been carried out in 2003.</p>

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<b>Traffic Light Status: availability against 31 December 2005 target date for local e-government</b>	Status at 31/03/02	Status at 31/03/03	Anticipated Status at 31/03/04	Anticipated Status at 31/03/05	Anticipated Status at 31/03/06	
<ul style="list-style-type: none"> <li>Upgrade of asset management systems to support e-government</li> </ul>	<b>Black</b>	<b>Red</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<p>A procurement process has been initiated with investigations underway into suitable systems. It is likely that implementation would either link to, or follow implementation of the Planning, Building Control and Environmental Health systems, linking to our corporate LPG.</p> <p>Level 3 interface with NLIS through MVM system.</p> <p>Allerdale installed a new cash receipting system in 2002. This has enabled payments to be taken via intranet, Internet and automated 24hr telephone response.</p>
<ul style="list-style-type: none"> <li>Automated interface with National Land Information Service (NLIS) hub (<a href="http://www.nlis.org.uk">http://www.nlis.org.uk</a>)</li> </ul>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	
<ul style="list-style-type: none"> <li>Upgrade of income collection systems to support e-government</li> </ul>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	

### Appendix 1 Allerdale Borough Council Table 3 - BVPI 157

BVPI 157 Interaction Type	Actual		Forecast		
	2001/2	2002/3	2003/4	2004/5	31/12/05
<b>Providing information:</b>					
<ul style="list-style-type: none"> <li>Total types of interaction e-enabled</li> <li>% e-enabled</li> </ul>	242 86%	139 71%	139 71%	167 85%	196 100%
<b>Collecting revenue:</b>					
<ul style="list-style-type: none"> <li>Total types of interaction e-enabled</li> <li>% e-enabled</li> </ul>	0 0%	2 100%	2 100%	2 100%	2 100%
<b>Providing benefits &amp; grants:</b>					
<ul style="list-style-type: none"> <li>Total types of interaction e-enabled</li> <li>% e-enabled</li> </ul>	0 0%	4 31%	4 31%	8 61%	13 100%
<b>Consultation:</b>					
<ul style="list-style-type: none"> <li>Total types of interaction e-enabled</li> <li>% e-enabled</li> </ul>	n/a n/a%	16 76%	16 76%	18 86%	21 100%
<b>Regulation (such as issuing licences):</b>					

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<ul style="list-style-type: none"> <li>• Total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	0 0%	0 0%	12 50%	18 75%	24 100%
<b>Applications for services:</b> <ul style="list-style-type: none"> <li>• Total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	6 11%	29 39%	29 39%	52 70%	74 100%
<b>Booking venues, resources &amp; courses:</b> <ul style="list-style-type: none"> <li>• Total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	22 35%	0 0%	0 0%	6 40%	15 100%
<b>Paying for goods &amp; services:</b> <ul style="list-style-type: none"> <li>• Total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	0 0%	27 90%	27 90%	29 97%	30 100%
<b>Providing access to community, professional or business networks:</b> <ul style="list-style-type: none"> <li>• Total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	n/a n/a%	6 67%	6 67%	8 89%	9 100%
<b>Procurement:</b> <ul style="list-style-type: none"> <li>• Total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	n/a n/a%	2 100%	2 100%	2 100%	2 100%
<b>TOTAL:</b> <ul style="list-style-type: none"> <li>• <b>TYPES OF INTERACTION E-ENABLED</b></li> <li>• <b>% E-ENABLED</b></li> </ul>	39%	223 58%	237 62%	310 81%	386 100%

**NB** SOCITM version 1 methodology was used to measure BVPI157 on 2001-02, which didn't provide the complete list of categorisations in the ESD-Toolkit spreadsheet (used subsequently in 2002-03). For 2003-04 the assessment will use the recently released and revised ESD-Toolkit PID list. This is likely to result in changes to the number of interaction types that could be, and are e-enabled.

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#### Allerdale Borough Council

**Table 4 - Access Channel Take-up**

E-enablement & Main E-Access Channel Take-Up	Actual ('000s)		Forecast ('000s)			Comment
	01/2	02/3	03/4	04/5	05/6	
<b>Local Service Websites</b> <ul style="list-style-type: none"> <li>• Page impressions (annual)</li> <li>• Unique users, i.e. separate individuals visiting website (annual)</li> <li>• Number of e-enabled payment transactions accepted via website</li> <li>• Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via website</li> </ul>	175 7 0 0	666 32 0.072 0	1200 64 0.9 0.040	2400 128 1.8 0.060	4800 256 3.6 0.080	Website launched Oct 2001  Website payments system launched September 2002
<b>Telephone</b> <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> <ul style="list-style-type: none"> <li>• Number of e-enabled payment transactions accepted by telephone</li> <li>• Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via telephone</li> </ul>	0 0.330	3.08 0.373	6 0.380	12 0.415	24 0.460	These figures are for automated payments only, no officer interaction. ATP launched June 2002.
<b>Face To Face</b> <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> <ul style="list-style-type: none"> <li>• Number of e-enabled payment transactions accepted via personal contact</li> <li>• Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via personal contact</li> </ul>	0 0	5.8 0	7.0 0	8.3 0	10 0	These figures are for intranet payments and card transactions performed by staff on behalf of customers. Intranet payments facility for staff launched August 2002.
<b>Other Electronic Media</b> <i>(e.g. BACS, text messaging):</i> <ul style="list-style-type: none"> <li>• Number of e-enabled payment transactions accepted via BACS or other electronic form</li> <li>• Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via other electronic media</li> </ul>	212 0	212 0	212 0	212 0	212 0	Figures are for Council Tax and NNDR
<b>Non Electronic</b> <i>(e.g. cash office, post)</i> <ul style="list-style-type: none"> <li>• Number of payments accepted by cheque or other non-electronic form</li> <li>• Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via non-electronic form</li> </ul>	197 0	209 0	212 0	205 0	190 0	These figures are for cash and cheque transactions.

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### Appendix 1 Allerdale Borough Council Table 6 – Resources

Resources	Actual (£'000s)		Forecast (£'000s)		
	01/2	02/3	03/4	04/5	05/6
<ul style="list-style-type: none"> <li>• £200,000 IEG money in 2002/3 and 2003/4;</li> </ul>	0	200	200	200	90
<ul style="list-style-type: none"> <li>• financial contributions from EU funding;</li> </ul>	0	0	0	0	0
<ul style="list-style-type: none"> <li>• financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB);</li> </ul>	0	9	131	0	0
<ul style="list-style-type: none"> <li>• financial contribution from public-private partnerships;</li> </ul>	0	0	0	0	0
<ul style="list-style-type: none"> <li>• financial contribution to or from other partnership projects undertaken with other organisations, including ongoing project work with government departments or agencies that have an element of service e-enabling.</li> </ul>	0	54	304	50	50
<ul style="list-style-type: none"> <li>• resources being applied from internal revenue and capital budgets to improve the quality of services through e-enablement</li> </ul>	40	270	1100	1500	50
<ul style="list-style-type: none"> <li>• reinvestment of savings produced from early e-government investment</li> </ul>	0	0	10	20	30
<ul style="list-style-type: none"> <li>• other resources (e.g. training) (please specify)</li> </ul>	0	0	0	0	0
<b>TOTAL</b>	<b>40</b>	<b>533</b>	<b>1745</b>	<b>1770</b>	<b>220</b>