Office of the
Deputy Prime Minister
Creating sustainable communities

local e-gov

IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2005

IEG5

"Meeting the targets for e-government"

Proforma for esd-toolkit entry

This is the proforma for IEG5 returns. A copy of this proforma will be published for online data entry via www.esd-toolkit.org from November 2005. Please note that the deadline for IEG5 submissions via the esd-toolkit is midday on Monday 19 December 2005.

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

IMPLEMENTING ELECTRONIC GOVERNMENT RETURNS 2005 (IEG5)

Introduction

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

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

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

Building on the work undertaken by Sir Peter Gershon in his independent review of public sector efficiency[1], SR2004 sets the ODPM a new PSA target on local government:

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

This equates to a target for local services of achieving 2.5% efficiency gains per year, amounting to at least £6.45bn per annum by 2007/08. Clearly, e-government will make a substantial contribution towards the achievement of this target. The ODPM is working in partnership with local authorities and their representative national organisations to help achieve the specified objectives, including a new request in the IEG5 return to provide a summary of efficiency gains arising from the implementation of local e-government.

The format of the IEG return is subject to extensive consultation. Last year, this helped to achieve a 100% return rate of IEG5 submissions from local authorities. As last year, the format of the IEG5 mid term return is intended to simplify the return process for local authorities through a self-assessment approach. Successful completion of the IEG5 mid term return also demands awareness of the ODPM's National Strategy for Local e-Government published in November 2002, deliverables from the National Project programme and the priority outcomes for local e-government[2]. Further details on all of these areas can be found at the ODPM's local e-government portal website www.localegov.gov.uk.

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

The proforma format for IEG5 mid term returns complies with Government commitments to reduce service plan requirements for local authorities, whilst balancing the need for authorities to supply statistical information for the purpose of monitoring national progress on the implementation of local e-government. From this year through to 31 March 2006, all authorities will be able to input and maintain IEG data in real time via the esd-toolkit (www.esd-toolkit.org) allowing them to sign-off completion against the IEG self-assessment traffic lights as projects are actually implemented. For

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[1] See http://www.hm-treasury.gov.uk/media/879E2/efficiency_review120704.pdf
[2] See http://www.odpm.gov.uk/pns/DisplayPN.cgi?pn_id=2004_0112

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

- April 2006 deadline for IEG6 end of programme return.

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

This proforma is intended to standardise Implementing Electronic Government (IEG) returns for 2004. It has been prepared for English County, District, Unitary Councils, London Boroughs, the Corporation of London, the Greater London Authority, London Development Agency, Transport for London who are subject to the Best Value Performance Indicator 157 and have been requested to prepare these statements. An amended version of this IEG5 proforma is available to National Park Authorities reflecting their different priority outcome responsibilities. Please note that Fire & Rescue authorities are not required to submit an IEG5 return, although county councils with responsibility for this service should include fire and rescue data as part of their general return.

Priority Outcomes

Practitioner guidance on the interpretation of the priority outcomes is available from http://www.idea-knowledge.gov.uk/idk/core/page.do?pageId=1704073. All enquiries on policy matters relating to the priority outcomes should be addressed to the local e-government team at the ODPM.

Funding & Completeness

You should complete the IEG5 mid term return on the basis that it is a required reference document to provide evidence to auditors of how IEG grant funding has been used. You should consult with relevant members of the ODPM's local e-government team for clarification of what is required to complete the proforma fully or to request assistance.

Approval & Publication

It is important that the information contained in your completed IEG5 mid term proforma is approved by the Council before submission and that adequate time for this is built into the timetable. Please note that the esd-toolkit entry process allows you to save a pdf copy of your IEG5 mid term return to facilitate its approval by Members. You are also reminded to note any requirements for disclosure of this information on your public website, in line with your authority's approved Publication Scheme under the requirements of the Freedom of Information Act 2000.

What's New in the Proforma?

The IEG5 proforma purposely does not contain any substantive changes from last July's IEG4.5 proforma. However, it does contain minor updates to reflect the up-to-date position on programme developments.

Please note that submissions will only be accepted online via the Electronic Service Delivery (ESD) toolkit supported by the Improvement & Development Agency (IDEA) (www.esd-toolkit.org)[3]. Councils must make individual submissions - partnership returns are not acceptable.

You should allow adequate time to register and acquaint yourself with this facility prior to the submission deadline. Registration is free, and is both sufficient for the purposes of IEG5 mid term submission and for obtaining a copy of the local Government Services List (LGSL) needed for BVPI 157 calculation.

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

PROFORMA CONTENT

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

Section 1 – Priority Outcomes (self-assessment)

Section 2 – Change Management (self-assessment)

Section 3 – BVPI 157

Section 4 – Access Channel Take-Up

Section 5 – Local e-Government Implementation Costs

Section 6 – Local e-Government Programme Efficiency Savings

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

In relation to Section 1 below, it is recognised that local authorities in two-tier areas may not have a statutory responsibility for service delivery in some of the areas listed. It is not the intention to ask district councils to deliver service provision outcomes for schools, or for county councils to deliver outcomes for benefits. However, a minimum requirement in terms of meeting a priority outcome for an authority with no direct statutory service responsibility is to offer appropriate (deep) hyperlinks to the relevant web pages of the local district or county councils that do provide the service. In practice, authorities in two-tier areas will need to work in partnership to establish

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[3] IEG5 returns submitted by email will only be accepted for National Park Authorities, the Greater London Authority, the London Development Agency and Transport for London who are not catered for through esd-toolkit arrangements.

protocols covering the deep linking responsibilities within the ODPM's Priority Outcomes. This information should then be 'traffic-lighted' on the proforma accordingly.

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

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

Name of Authority: London Borough of Brent

IEG Contact Name: Rav Roberts

Email: rav.roberts@brent.gov.uk

Telephone No: 020 8937 1426

Local Context - Brent's e-Government Progress

We list below a summary of the progress made by the various Service Areas highlighting some of the Council-wide benefits that Brent's e-Government Programme has provided.

e-Government Progress in Environment

In delivering Environment's e-Government projects, consideration was given to matching resources to the corporate strategy priorities in order to secure high standards of service and increased customer satisfaction.

Creating a Quality Environment and Service Excellence

A range of on-line 24/7 services such as the provision of service information, on-line applications, on-line payments and the booking of appointments have been developed to make it easier for customers to access services.
An interactive business information website where the focus is on helping the customer to understand Council requirements has also been developed by providing cross cutting information on regulatory services. The provision of information and electronic transactions will contribute towards meeting more than 50% of Environmental Services BVPI 157 targets and will demonstrate service improvements within the Comprehensive Performance Assessment framework. By registering on Brent's E-Mail alert system the following can be done :

- Be kept informed about & track planning and licence applications as they occur
- submit complaints and objections online
- receive regular updates on what's happening in Brent

Supporting children and young adults

The development of an interactive sports database and website has enabled the Council to promote and encourage the use of its sports facilities, local sports clubs and recreational facilities in parks. This also enhanced the recent Best Value Review inspection by the Audit Commission.

e-Government Progress in Social Services

Brent is a partner organisation in the West London Alliance (WLA) that is taking part in the Electronically Sharing Client Data (ELSID) project. The aim of this project is to quickly and securely share Social Services information, (subject to proper Data Protection and Caldicott requirements) between partner organisations via an extranet. The system will use similar security to e-payments, and will be administered and legislated through well defined protocols and procedures. The system builds on the extranet concept used by the Hammersmith and Fulham/Department of Health demonstrator project JET.

The new Social Care client system (Framework-i) has been implemented. Projects to link this to CRM and to investigate use of laptop/tablet PCs and Digital Pen & Paper for remote completion of forms are in progress.

e-Government Progress in Education, Arts and Libraries

Document Management

E-government funding has provided the infrastructure for Electronic Document Management to be implemented and rolled out across Education, Arts & Libraries. Document management will enable speedy transfer and tracking of enquiries from members of the public and will improve response times.

Brent Libraries - Online Catalogue/Services

The Brent Library Service online catalogue allows users to search for, reserve and renew items. It also shows what items users have on loan. Users can also search for artefacts in the Grange Museum, records in the Brent Archive, and photographs of historical Brent. Each of Brent's twelve libraries has computers with free internet access.

e-Government Progress in Housing

Mobile Working and Asset Management Systems

E-Government funding has been used to provide mobile working for surveyors and management of planned maintenance.

e-Government Progress in Corporate Services

The Council's Website

The Council's Website is now 80,000 pages (and growing!), and is a key element in the delivery of e-Government as it provides the main channel for self-service access to the Council.   By providing an authoritative, single source of information the website allows internal staff to provide the right information first time, to reduce failures and minimise repeat contacts. Coupled with the public availability of up-to-date service information and online transactions the website plays a major role in improving customer satisfaction and reducing staff workloads.

Brent has continued to be in the SOCITM Top 20 Local Authority websites for the 4th year running, and has now achieved the highest level of 'Transactional' status. Additionally, the Brent website was recently only one of seven Local Authority websites nationwide to gain SOCITM 'Transactional' status for *business* access.

Brent is working with the WLA to develop a Poly-Hierarchical Navigation System (PHS), which is a new way to help users find information about council services in just 3 clicks of a mouse. It recognises that users do not understand council jargon and may not have English as a first language. This work is now being incorporated into the ODPM Local DirectGov project for which Brent is the lead authority.

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

Outcome & Transformation Area Description	Current Status	Anticipated Status at 31/12/05	Anticipated Status at 31/03/06	Comment *You may comment here in order to qualify the information given, request ODPM support, or identify your authority as an exemplar of good practice in a particular area*
R1 Parents/guardians to apply online for school places for children for the 2007 school year. The admissions process starts about a year before the beginning of the school year, e.g. September 2006 for 2007 entry[4]	Orange	Orange	Green	Requirement being met for all London Boroughs by the Schools Admissions Project (e-Admissions). The Project (funded by the ODPM) involves establishing a Portal and Online application capacity for School Admissions.
R2 Online access to information about educational support services that seek to raise the educational attainment of Looked After Children[5].	Orange	Green	Green	Information is currently being reviewed and will be added on the Internet.
G1 Development of an Admissions Portal and / or e-enabled telephone contact centre to assist parents, carers and children in their choice of, and application to local schools	Orange	Orange	Green	The London Portal Project will work with the Schools Admissions project (e-Admissions) to meet this requirement
E1 If already 'green' on R1, R2 & G1 above, please comment on agreed baseline and targets for take-up of online schools admissions service and educational attainment of Looked After Children in comment column opposite. Otherwise, leave this row blank.				
R3 One stop direct online access and deep linking to joined up A-Z information on all local authority services via website or shared telephone contact centre using the recognised taxonomy of the Local Government Category List[6] (see www.laws-project.org.uk).	Green	Green	Green	A-Z directory available. Already migrated to LGSL (which can easily be mapped to LGCL). The LGCL Metadata is already available.
R4 Local authority and youth justice agencies to co-ordinate the secure online sending, sharing of and access to information in support of crime reduction initiatives in partnership with the local community.	Orange	Green	Green	A WebMail version of the Criminal Justice IT (CJIT) System is currently being used by Brent's Youth Offending Team. Secure E-mail has been set -up and staff are being trained in its use.

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[4] Owing to the long lead-in time, school admissions systems will need to be in place by March 2006 at the latest.
[5] i.e. young people who cannot live with their families and are in the care of Social Services (referred to by the DfES as Children in Public Care).
[6] Authorities using alternative service taxonomies (e.g. seamlessUK) should plan for migration to the LGCL by December 2005.

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G2 Empowering and supporting local organisations, community groups and clubs to create and maintain their own information online, including the promotion of job vacancies and events				Available through BRAIN, Brent's Community Website. Links to Job Vacancy sites are now in place
E2 If already 'green' on R3, R4 & G2 above, please comment on agreed baseline and targets for customer satisfaction and efficiency savings between the supplying organisations on shared community information initiatives in the comment column opposite. Otherwise, leave this row blank.				
R5 Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily.				All requirements, including daily updates to the Meetings Diary are implemented. Email alert provides notification of minutes publication.
R6 Providing every Councillor with the option to have an easy-to-manage set of public web pages (for community leadership purposes) that is either maintained for them, or that they can maintain themselves.				Each Councillor has a page of basic information. Options for Councillors to maintain their own content has now been implemented via the BRAIN community information website.
G3 Citizen participation and response to forthcoming consultations and decisions on matters of public interest (e-consultation), including facility for citizens to sign up for email and/or SMS text alerts on nominated topics.				Already have option to sign up on topics of interest for email alerts. Email & SMS consultation is in place. The online Consultation Database shows results from past consultations.
G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).				A Web Streaming facility to the Internet Site is available, covering Quarterly and Special edition Videos.
E3 If already 'green' on R5, R6, G3 & G4 above, please comment on agreed baseline and targets for e-participation activities, including targets for citizen satisfaction in the comment column opposite. Otherwise, leave this row blank.				
R7 Online public reporting/applications, procurement and tracking of environmental services, includes waste management and street scene (e.g. abandoned cars, graffiti removal, bulky waste removal, recycling).				Public reporting is in place. Procurement and tracking of some environmental services is also in place.
R8 Online receipt and processing of planning and building control applications.				Online submission, document viewing and status checking of planning applications in place. Online status checking for building control is also in place.

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G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.				Enhanced GIS functionality is currently available on the Internet. On-going project to add new datasets and to enhance data representations.
G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes.				There is currently sharing of Trading Standards data (Business Planning) with London Borough of Harrow. Brent is working with the e-Trading Standards National Project group to achieve this outcome which is dependent on the National Project.
G7 Use of technology to integrate planning, regulation and licensing functions (including Entertainment Licensing and Liquor Licensing) in order to improve policy and decision-making processes around the prevention of anti-social behaviour.				GIS is used to integrate Planning and Licensing Regulation with other datasets such as EnviroCrime.
E4 If already 'green' on R7, R8, G5, G6 & G7 above, please comment on agreed baseline and targets for take-up of planning and regulatory services online, including targets for customer satisfaction and efficiency savings in the comment column opposite. Otherwise, leave this row blank.				
R9 Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.				Online ordering for stationary & office supplies has been implemented in all areas and will be expanded to include agency resources for staff in 2006. Projects are in place to assess the feasibility of paperless ordering, invoicing and Payment. A Business Case has been prepared and work is now progressing towards a Pilot e-Procurement Solution.
G8 Establishment of a single business account (i.e. a cross-departmental 'account' run by the local authority whereby businesses are allocated a unique identifier that can be stored and managed via a corporate CRM account facility supporting face-to-face, website and contact centre transactions).				Work is in progress to support SBA information on CRM system. Possible use of WLA/London Connects work under investigation.
G9 Regional co-operation on e-procurement between local councils.				Part of the WLA Procurement committee.

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If already 'green' on R9, G8 & G9 above, please comment on progress towards providing: **E5** Access to virtual e-procurement 'marketplace'; **E6** Inclusion of Small and Medium Enterprises (SMEs) in e-procurement programme, in order to promote the advantages of e-procurement to local suppliers and retain economic development benefits within local community; **E7** Agreed targets (please specify) for efficiency savings by December 2005, including the % of undisputed invoices paid in 30 days (BVPI 8); in the comment column opposite. Otherwise, leave this row blank.				
R10 Online facilities to be available to allow payments to the council in ways that engender public trust and confidence in local government electronic payment solutions (e.g. email receipting/proof of payment, supply of automatic transaction ID numbers).				Online payment facilities are available. Users can currently securely pay for over 50 services online. The services are diverse and include Council Tax payments, paying Parking Fines and Housing Rent.
R11 Delivery of 'added value' around online payment facilities, including ability to check Council Tax and Business Rate balances online or via touch tone telephone dialling.				Project in place to implement added value options around Online Payment facilities (e.g. checking balances). Awaiting Finalisation on Authentication Layer (Gov Connect) before proceeding.
G10 Demonstration of efficiency savings and improved collection rates from implementation of e-payments.				A Return on Investment (ROI) Model has been developed demonstrating efficiency & cost savings for Council Tax e-payments. Defining of procedures and rolling the model out to other areas in progress.
G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers.				Project for e-Billing Registration and e-Billing being investigated. Awaiting study on Secure Authentication method. Currently, Registration form downloads are available for Council Tax and Business Rates. Direct Debit authorisation by phone using AUDIS also in place for Council Tax.

Outcome & Transformation Area Description	Current Status	Anticipated Status at 31/12/05	Anticipated Status at 31/03/06	Comment *You may comment here in order to qualify the information given, request ODPM support, or identify your authority as an exemplar of good practice in a particular area*
If already 'green' on R10, R11 G10 & G11 above, please comment on progress towards providing: **E8** Provision of facilities for making credit or debit card payments via SMS text message for parking fines (mobile phone); **E9** Adoption of smart cards as standard for stored payments (e.g. replacing swipe cards); **E10** Agreed baseline and targets for reductions in unit costs of payment transactions; in the comment column opposite. Otherwise, leave this row blank.				
R12 Online renewal and reservations of library books and catalogue search facilities.				Renewal and reservations of books and search facilities implemented.
R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations.				The current contract for managing the leisure activities is being re-tendered, The new contract specification requires the potential contractor to provide an innovative solution to secure compliance within 12 months of commencement of the contract. Once the Council has selected the new contractor and is informed of the proposed system, the in-house sports service will implement the same system. Using the same system for both in-house and external contractors will provide a seamless service to our customers.
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.				Brent already has e-enabled back offices in Library Services. Brent is currently awaiting outcomes from the London Connects Roadmap for Smartcard implementation. The Smartcard solution will be expected to be a multi-service corporate wide solution.
Outcome & Transformation Area Description	**Current Status**	**Anticipated Status at 31/12/05**	**Anticipated Status at 31/03/06**	**Comment** *You may comment here in order to qualify the information given, request ODPM support, or identify your authority as an exemplar of good practice in a particular area*

Outcome & Transformation Area Description	Current Status	Anticipated Status at 31/12/05	Anticipated Status at 31/03/06	Comment
E11 If already 'green' on R12, R13 & G12 above, please comment on agreed baseline and targets for take-up of library, sports & leisure services online, including targets for customer satisfaction and efficiency savings in the comment column opposite. Otherwise, leave this row blank.				
R14 Online facilities to be available to allow the public to inspect local public transport timetables and information via available providing organisation, including links to 'live' systems for interactive journey planning.				Links to the Transport for London Journey Planner are in place.
R15 Online public e-consultation facilities for new proposals on traffic management (e.g. controlled parking zones (CPZs), traffic calming schemes), including publication of consultation survey results.				Basic public consultation facilities are in place but further development is required to link to maps and related reports. Survey results are already being published. Available via GIS and consultation database.
G13 E-forms for "parking contravention mitigation" (i.e. appeal against the issue of a penalty charge notice), including email notification of form receipt and appeal procedures.				Email enabled for the submission of an appeal against the issue of a PCN to the contractor. Appeal procedures published on website.
G14 GIS-based presentation of information on roadworks in the local area, including contact details and updated daily.				Road works information is currently updated by the utilities companies via online submissions. Integration between GIS presentation and Web interface now in place.
E12 If already 'green' on R14, R15, G13 & G14 above, please comment on agreed baseline and targets for customer satisfaction and efficiency savings in the column opposite. Otherwise, leave this row blank.				
R16 E-enabled "one stop" resolution of Housing & Council Tax Benefit enquiries via telephone, contact centres, or via one stop shops using workflow tools and CRM software to provide information at all appropriate locations and enable electronic working from front to back office.				One stop resolution of Council Tax Benefits via Contact Centres and CRM is in place. OSS have seamless access to Onyx (CRM), Viewstar (Document Management) and SX3 (Revenues & Benefits System)
Outcome & Transformation Area Description	**Current Status**	**Anticipated Status at 31/12/05**	**Anticipated Status at 31/03/06**	**Comment** *You may comment here in order to qualify the information given, request ODPM support, or identify your authority as an exemplar of good practice in a particular area*

R17 Online facilities to be available to allow citizens or their agents to check their eligibility for and calculate their entitlement to Housing & Council Tax Benefit and to download and print relevant claim forms.				This requirement is met by two different parts: 1) Ability to check and calculate entitlement supplied via links to generic site. 2) Download forms via Welfare Rights page.
G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens' homes.				Project in place. Technology being used includes Tablet PCs with 3G cards.
If already 'green' on R16, R17 & G15 above, please comment on progress towards providing: **E13** Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals. **E14** Pre-qualification of Council Tax and Housing Benefit claimants for other eligible entitlements (e.g. school uniform grants, free school meals), including pre-filling of relevant claim forms. in the comment column opposite. Otherwise, leave this row blank.				
R18 Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.				Available through the Brent Social Services Website and also through the existing contact centre.
R19 Remote web access or mediated access via telephone (including outside of standard working hours availability) for authorised officers to information about individual 'care packages', including payments, requests for service and review dates.				The Emergency Duty Team has access to VPN network for remote Web access to support mobile working. The new Social Care client system (Framework-i) has been implemented. Projects to link this to CRM and to investigate use of laptop/tablet PCs and Digital Pen & Paper for remote completion of forms are in progress.
G16 Systems to support joined-up working on children at risk across multiple agencies.				Brent has implemented a new Social Services system, Frameworki, which provides the essential foundation to comply with the recommendations of the Victoria Climbié report. Brent is a partner organisation in the WLA that is taking part in the Electronically Sharing Client Data (ELSID) project. The aim of this project is to quickly and securely share Social Services information, (subject to proper Data Protection and Caldicott requirements) between partner organisations via an extranet. Brent is monitoring development of Child Protection onLine (CPoL) and CJIT (Criminal Justice Information Technology) secure email

				system. Brent is also monitoring output from the RYOGENS National Project.
G17 Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.				All Emergency Duty Team workers have remote 'out of hours' secure VPN access to the Social Care Client Database, Framework i.

Social Care (Adult Services) will be piloting the use of Tablet pcs & notebooks with 3G wireless VPN connections to the Social Care Client Database, Framework i. This will enable workers to undertake joint assessments using the FACE assessment tool (under the Single Assessment Process – SAP) in the field. Using 3G will enable access to client information and the inputting of client information in 'real time'. This pilot work is due to start by or before 31/12/2005. A successful pilot will provide the basis for a wider roll-out (resources withstanding) across Adult and Children social care.

In addition, there will be further pilots in 2006/07, in collaboration with suppliers, of an 'off-line' mobile solution for workers in the field using tablet PCs or notebooks as well as the use of digital pens and paper both 'off line' and in real time. These pilots, using different technologies will be longer term solutions due to the development time and resources required by developers and suppliers. |
E15 If already 'green' on R18, R19, G16 & G17 above, please comment on agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVPI 57) in the column opposite. Otherwise, leave this row blank.				
R20 Email and Internet access provided for all Members and staff that establish a need for it.				Service Areas & Members already employ home working
R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff.				Home and remote working is fully supported for both Council members and staff. A new home working policy is under development.
R22 Access to home/remote working facilities to all council members and staff that satisfy the requirements set by the Council's published home/remote working policy.				Technological requirement has been met by development of VPN access to the council network. Awaiting new Home Working Policy in R21.

| Outcome & Transformation Area Description | Current Status | Anticipated Status at 31/12/05 | Anticipated Status at 31/03/06 | Comment

You may comment here in order to qualify the information given, request ODPM support, or identify your authority as an exemplar of good practice in a particular area |
|---|---|---|---|---|
| **G18** Establishment of e-skills training programme for council members and staff with recognised basic level of attainment (e.g. European Computer Driving Licence, British Computer Society Qualification "e-Citizen"). | 🟩 | 🟩 | 🟩 | ECDL (providing basic standards of IT literacy) & Advanced ECDL training established

Brent has also made available over 25 e-learning courses on the Intranet for all staff to take. Modules include: 'Disability Discrimination', 'Introduction to E-Government' & 'Project Management'. |
E16 If already 'green' on R20, R21, R22 & G18 above, please comment on agreed targets for baseline and efficiency savings arising from the introduction of new ways of working in the column opposite. Otherwise, leave this row blank.				
R23 Self-service or mediated access to all council services outside standard working hours via the Internet or telephone contact centres (i.e. available for extended hours outside of 9am-5pm Monday to Fri).	🟩	🟩	🟩	There is a 24 hour online form for enquiries. Contact centre is available 8am-8pm and Saturday morning availability is in place.
R24 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.	🟩	🟩	🟩	Content Management System in place.
G19 Adoption of ISO 15489 methodology for Electronic Document Records Management (ERDM) and identification of areas where current records management policies, procedures and systems need improvement to meet the requirements of Freedom of Information (FOI) and Data Protection legislation (see www.pro.gov.uk/about/foi/map-local.rtf).	🟧	🟧	🟩	This will be evaluated in 2005 and implemented in 2006. Project in place to procure consultancy on Records management
G20 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI).	🟧	🟧	🟩	Brent's BRAIN Community website has achieved AA status and RNIB accreditation.

The Brent Council website has been developed for maximum accessibility to as many users as possible. Brent has taken into consideration blind and visually impaired people by providing a complete speech-enabled website. |

Outcome & Transformation Area Description	Current Status	Anticipated Status at 31/12/05	Anticipated Status at 31/03/06	Comment *You may comment here in order to qualify the information given, request ODPM support, or identify your authority as an exemplar of good practice in a particular area*
G21 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk).				e-GMS compliant. e-GIF requires interoperability with all systems - e-GIF is currently in place for systems that need it.
E17 If already 'green' on R23, R24, G19, G20 & G21 above, please comment on agreed baseline and targets for efficiency savings based around improved accessibility of services and information in the column opposite. Otherwise, leave this row blank.				
R25 Online publication of Internet service standards, including past performance and commitments on service availability.				Server uptime statistics and internet service standards available online.
R26 Monitoring of performance of corporate website, or regional web portal, between 2003/04 and 2005/06 in order to demonstrate rising and sustained use, as measured by industry standards including page impressions and unique users.				Detail and summary statistics published on the Web site (updated monthly).
G22 Establishment of internal targets and measures for customer take-up of e-enabled access channels.				Brent currently measures & has targets for customer take-up for our CRM system and our website.
G23 Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk).				Recognised Guidelines have been adopted.
E18 If already 'green' on R25, R26, G22 & G23 above, please comment on 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 in the column opposite. Otherwise, leave this row blank.				
R27 Systems in place to ensure effective and consistent customer relationship management across access channels and to provide a 'first time fix' for citizen and business enquiries, i.e. using a common database, which holds customer's records, to deliver services across different channels, and enabling joined-up and automated service delivery.				Customer Service philosophy since 1994. CRM system is in place since 2002 used by 6 One Stop Shops and Contact Centre. Work proceeding on integration with back office systems.
R28 All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.				All Brent e-forms and all enquiries via our CRM system generate a unique reference number.

Outcome & Transformation Area Description	Current Status	Anticipated Status at 31/12/05	Anticipated Status at 31/03/06	Comment *You may comment here in order to qualify the information given, request ODPM support, or identify your authority as an exemplar of good practice in a particular area*
R29 100% of email enquiries from the public responded to within one working day, with documented corporate performance standards for both email acknowledgements and service replies				Solution will be rolled out from September 2005 and should be implemented by March 2006. Brent's Contact Centre already provides responses within one working day as a standard. There are currently no corporate wide standards for email response.
G24 Integration of customer relationship management systems with back office activity through use of enabling technology such as Workflow to create complete automation of business process management.				Brent Council's CRM system already uses Workflow and middleware solutions to automate business processes with back office systems. The implementation of a new EDM system and Workflow system in Revenue and Benefits will be introduced in 2006.
G25 Facilities to support the single notification of a change of address, i.e. a citizen should only have to tell the council they have moved on one occasion and the council should then be able to update all records relating to that person to include the new address.				Project to implement this outcome is in place with an estimated go-live date of December 2005. This will utilise the Council's existing e-forms solution

Section 2 – Change Management (self-assessment) Outcome & Transformation Area Description	Current Status	Anticipated Status at 31/12/05	Anticipated Status at 31/03/06	Comment *You may comment here in order to qualify the information given, request ODPM support, or identify your authority as an exemplar of good practice in a particular area*
• Appointment of people to the following key local e-government functions in your Council (see http://www.idea-knowledge.gov.uk/idk/aio/206757: i) Member & officer e-champions ii) e-government programme manager iii) customer services management				Key Roles in place
• 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				Training / Procedures in place
• Establishment of an e-delivery board[7]				e-Government Steering committee set up
• Use of formalised programme & project management methodologies (e.g. PRINCE2, MSP) to support e-delivery programme				Programme Support Office set up
• Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures				Corporate Risk strategy in place
• Use of customer consultation/research to inform development of corporate e-government strategy				Brent Council has used MORI and other Customer Consultations to develop and prioritise e-government requirements.
• Establishment of policy for addressing social inclusion within corporate e-government strategy				Social Inclusion within e-Government strategy
• Identification of the specific needs of the most disadvantaged groups and exploring how Information Communication Technologies (ICT) can help to address these needs (see http://www.socialexclusion.gov.uk/page.asp?id=583)				Some of the steps taken at Brent include : installing public terminals having adaptive technology to meet the needs of disabled people in the libraries, partnering with local colleges & centres providing ICT training for disabled & unemployed people and providing set-top boxes to enable Internet access via TV sets to selected residents. A new SignVideo service has been introduced for BSL users.

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[7] i.e. the board that has overall responsibility for all the e-programmes in an authority as well as other governance issues such as overseeing the general management processes and the ICT architecture to deliver e-government.

Outcome & Transformation Area Description	Current Status	Anticipated Status at 31/12/05	Anticipated Status at 31/03/06	Comment *You may comment here in order to qualify the information given, request ODPM support, or identify your authority as an exemplar of good practice in a particular area*
• Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act)	GREEN	GREEN	GREEN	Information Manager appointed
• Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework (see http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf & http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf) and designation of an Information Sharing Officer	ORANGE	GREEN	GREEN	Brent Council have drafted overarching data-sharing protocols
• Establishment of partnerships for the joint (aggregated) procurement of broadband services	GREEN	GREEN	GREEN	Brent is working in partnership with other LEAs to use Adit as a common supplier of broadband services for all schools.
• Engagement with intermediaries re addressing issues of take up and efficiency in the delivery of e-government services (e.g. Citizens Advice Bureaux) and including intermediaries component of Government Connect (see http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf & http://www.govconnect.gov.uk/ccm/portal/)	GREEN	GREEN	GREEN	Through the WLA, Brent has worked with voluntary sector associations in West London as part of a community cohesion pathfinder project to offer electronic support to voluntary sector groups throughout West London
• Compliance with BS 7799 on information security management	ORANGE	ORANGE	GREEN	Work in progress
▪ Implementation of Benefits Realisation Plan[8] for delivery of local e-government programme strategic objectives	GREEN	GREEN	GREEN	The Brent /RSe ROI model is being used
▪ Completion of mapping of Local Government Services List transactions against approved security levels (0-3) (see http://www.esd.org.uk/standards/lgsl/lgsl.doc & http://www.authentication.org.uk/levels.asp & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc)	ORANGE	GREEN	GREEN	Awaiting results of National Working Group

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[8] Areas where benefits may be identified include policy or legal requirement (required), quality of service, internal management, process improvement (productivity or efficiency), Personnel or HR management, risk reduction, flexibility, economy, revenue enhancement or acceleration, strategic fit.

| Outcome & Transformation Area Description | Current Status | Anticipated Status at 31/12/05 | Anticipated Status at 31/03/06 | Comment
You may comment here in order to qualify the information given, request ODPM support, or identify your authority as an exemplar of good practice in a particular area |
|---|---|---|---|---|
| ▪ Planned compliance to HMG Security and authentication frameworks through commitment to citizen, employee and volunteer account registration in Government Connect (see http://www.govconnect.gov.uk/ccm/portal/ & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/45/04002245.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/43/04002243.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/20/53/04002053.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/39/39/04003939.doc) | 🟧 | 🟩 | 🟩 | Work in progress |
| ▪ Compliance with an independent trust scheme approval process designed to provide assurance for individuals and companies using or relying upon e-business transactions (see www.tscheme.org) and which will work with Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) | | | | There are no plans to undertake compliance as there is no viable business case for this. The website is currently Verisign compliant |
| ▪ Use of Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) to support:

i) personalisation & registration for services categorised at security levels '0' and '1' through the citizen account

ii) adoption of Unique IDentifiers (UIDs) and associated standards, as designated in Government Connect

iii) the bereavement journey & closing of accounts (see http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp

iv) citizen & business authentication for services for services categorised at security levels 0-3

v) registration & authentication of employees for internal and cross-agency services

vi) corporate approach to collection of e-payments

vii) cross agency secure transactions (Government to Government)

viii) account structures for citizens, businesses, property, voluntary & community bodies, schools and parishes

ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local | 🟧 | 🟩 | 🟩 | Early adaptor of Government Connect. Authentication for the public in progress using Government Connect (Pilot site for West London Alliance). Online payments system is already in place and does not require Government Connect. |

Area Agreements (where in place) x) GC Register (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en) xi) GC Exchange (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	🟧	🟩	🟩	
• Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) back-office connection in place (Department Interface Server)	🟧	🟩	🟩	Please see above
• Enable Directgov (see www.direct.gov.uk) to deeplink into service pages on local authority websites, by providing & maintaining URL data, based on Local Government Service & Interaction lists, standard schemas and formats, as directed by the Local Directgov programme (see http://www.localegov.gov.uk/localdirectgov/ieg5)	🟧	🟧	🟩	Brent is the lead authority for the Local DirectGov Project. The setting up & maintenance of URL data is ongoing and will be completed by March 2006, in time for the Local DirectGov Portal rollout.
• Reciprocal connection to Directgov (see http://www.direct.gov.uk) from corporate website and partnership portal(s)	🟩	🟩	🟩	Links to DirectGov in place.
• Introduction of Digital Interactive TV services (see http://www.digitv.org.uk)	🟧	🟧	🟩	Brent is piloting the iDTV National Project solution – due for January 2006.
• Establishment of dedicated telephone contact centre(s) services	🟩	🟩	🟩	Brent One Stop Shop has a dedicated telephone contact service.
• Compliance with Freedom of Information Act 2000, including responding to requests for information from individuals within a reasonable time period (see http://www.lcd.gov.uk/foi/foidpunit.htm & http://www.pro.gov.uk/recordsmanagement/access/default.htm)	🟩	🟩	🟩	Fully complaint with the FOI Act.
• Regularly-maintained link from Local Land & Property Gazetteer (LLPG) to National Land & Property Gazetteer (NLPG) (see http://www.nlpg.org.uk)	🟩	🟩	🟩	Links between LLPG and NLPG in place.
• Local Land & Property Gazetteer (LLPG) linked to Customer Relationship Management (CRM) systems	🟩	🟩	🟩	An overnight extract of the LLPG Database is taken and held on the CRM database .
• Connection to National Land Information Service (NLIS) at Level 3 (see http://www.nlis.org.uk)	🟧	🟧	🟩	Work in progress with suppliers.
• Introduction and maintenance of an online service directory for Children's services for professionals working with children & young people, and allowing public access where possible (for further information see http://www.dfes.gov.uk/isa)	🟧	🟧	🟩	Work in progress

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[9] of the Local Government Services List (LGSL) developed by local authority members of the esd-toolkit (www.esd-toolkit.org). All totals and percentages shown should be cumulative.

BVPI 157 Interaction Type	Forecast National average IEG4.5 % e-enabled position at 31 December 2005	Brent Actual				Forecast
		2001/2	2002/3	2003/4	2004/5	2005/6[10]
Providing information: • Total types of interaction e-enabled • % e-enabled	99%	131 26.2	275 55	417 83.4	484 96.8	500 100
Collecting revenue: • total types of interaction e-enabled • % e-enabled	97%	0 0.00	0 0.00	6 46.15	12 92.31	13 100
Providing benefits & grants: • total types of interaction e-enabled • % e-enabled	96%	0 0.00	1 16.67	0 16.67	5 100.00	0 100.00
Consultation: • total types of interaction e-enabled • % e-enabled	97%	2 6.67	6 20	21 70	23 76.67	30 100
Regulation (such as issuing licences): • total types of interaction e-enabled • % e-enabled	94%	0 0.00	25 52.08	37 77.08	46 95.83	48 100
Applications for services: • total types of interaction e-enabled • % e-enabled	97%	17 7.73	40 18.18	148 67.27	195 88.64	220 100
Booking venues, resources & courses: • total types of interaction e-enabled • % e-enabled	93%	0 0.00	0 0.00	1 11.11	4 44.44	9 100.00
Paying for goods & services: • total types of interaction e-enabled • % e-enabled	95%	1 1.54	1 1.54	55 84.62	60 92.31	65 100.00
Providing access to community, professional or business networks: • total types of interaction e-enabled • % e-enabled	97%	4 4.08	52 53.06	79 80.61	94 95.92	98 100.00
Procurement: • total types of interaction e-enabled • % e-enabled	95%	0 0	0 0	0 0	0 0	1 100.00
• TOTAL:**TYPES OF INTERACTION E-ENABLED** • **% E-ENABLED**	98%	155 15.67	400 40.44	765 77.35	924 93.42	989 100.00

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

Section 4 – Access Channel Take-Up

In order to demonstrate public take-up of the main e-access channels that you are investing in, you are asked to complete the table below detailing actual and forecast figures for numbers of e-enabled payment transactions and change of address notifications. It is important that e-access channel investment and rollout also facilitates accompanying improvements in the corporate management capability required to monitor and collect such statistics. Industry definitions of page impressions[11] and unique users[12] are given in the footnotes below.

E-enablement & Main E-Access Channel Take-Up	Actual ('000s)		Forecast ('000s)			Comment
	03/04	04/05	05/06	06/07	07/08	
Local Service Websites • Page impressions (annual)	13,147,241	**15,876,815**	17,464K	19,210K	211,320K	Forecast figures are based on 10% increments
• Unique users, i.e. separate individuals visiting website (annual)	75,283	**153,073**	168K	185K	203K	Forecast figures are based on 10% increments
• Number of e-enabled payment transactions accepted via website	1061	**8,590**	17,180	34,360	68,720	Forecast figures are based on 100% increment after 04/05
• Number of change of address notifications accepted via website	0	**0**	0	0	0	Change of Address not accepted via Web
• Number of planning applications accepted via website (including through the Planning Portal)	0	**260**	312	374	448	Forecast figures are based on 20% increments
Telephone *(i.e. telephone interactions where officers can access electronic information and/or update records on-line there and then, including interactions in contact centres):* • Number of e-enabled payment transactions accepted by telephone	0	**0**	44k	50k	50k	Brent is planning to take IVR payments over the phone, and estimate take-up to initially be approx. 150% higher than payments taken via the Internet (above) (based on data from the Brent Mori 2004 survey of Brent residents), and then to taper off.
• Number of change of address notifications accepted via telephone	0	**0**	0	0	0	Change of Address not accepted via phone

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

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

	Actual ('000s)		Forecast ('000s)			Comment
E-enablement & Main E-Access Channel Take-Up	03/04	04/05	05/06	06/07	07/08	
Face To Face *(i.e. front-line operations where officers can access electronic information and/or update records on-line there and then, including interactions at reception desks, One Stop Shops & home visits):* • Number of e-enabled payment transactions accepted via personal contact	0	**0**	35k	42k	45k	Brent is planning to enable the One Stop Shop to process e-payments from customers over the Intranet, and estimate take-up to initially be approx. 100% higher than payments taken via the Internet (above) (based on data from the Brent Mori 2004 survey of Brent residents), and then to taper off.
• Number of change of address notifications accepted via personal contact	0	**0**	0	0	0	Figures for Change of Address via personal contact are not collected
Other Electronic Media *(e.g. BACS, text messaging):* • Number of e-enabled payment transactions accepted via BACS or other electronic form	588,247	**633,246**	696K	766K	842K	Forecast figures to be based on 10% increments
• Number of change of address notifications accepted via other electronic media	0	**0**	0	0	0	Change of Address not accepted via BACS, etc
Non Electronic (e.g. cash office, post) • Number of payments accepted by cheque or other non-electronic form	283,846	**255,763**	229K	206K	186K	Forecast figures to be based on 10% decrements
• Number of change of address notifications accepted via non-electronic form	0	**0**	0	0	0	Figures not available for Change of Address notifications via non-electronic media

Section 5 – Local e-Government Implementation Expenditure

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

	Actual (£'000s)	Forward Look (£'000s)			Comment
Programme Resources	04/05	05/06	06/07	07/08	
• IEG capital grant	350	150			
• **your council's nominal pro rata share of** ODPM Local e-Government Partnership Programme capital grant allocated in your area					
• financial contribution from public-private partnerships	0	0			
• resources being applied from internal revenue and capital budgets[13] to implement e-government	1,100 300 100 20 48	920 300 50 297	820	820	Revenue Monies Data Network Replacement CRM Implementation SDF Loan Unspent amounts from previous years
• other resources (e.g. training) (please specify)	15				ECDL & e-Learning Training IT Security Awareness training Data Protection Training
• ODPM e-Innovations Fund capital grant					
• financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB), EU funding					
TOTAL	**1,933**	**1,717**	**820**	**820**	

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

Section 6 – Local e-Government Programme Efficiency Gains[14]

The calculation of efficiency gains from local e-government has been designed to align with the approach to measuring achievement against the efficiency gains target set out in the January 2005 Efficiency Technical Note (ETN) for Local Government[15]. Links to listed websites in the table Notes also offer a key source of support in calculating figures.

	Backward Look (£)		Forward Look (£)						Notes
	04/05		05/06		06/07		07/08		
Efficiency gains	Annual gain	… of which cashable	Expected annual gain	… of which cashable	Expected annual gain	… of which cashable	Expected annual gain	… of which cashable	
Corporate services, of which:									Corporate Services includes, but is not limited to, Finance, HR (in respect of training; only the function, not the spend), ICT, Procurement (the function, not the spend), Legal Services, Facilities Management, Travel Services, Security Services and Marketing & Communications).
• e-recruitment	55,966	20,639	50,000	30,000					Includes administrative savings on staff time (where staff are reallocated), printing, postage and on advertising expenditure.
• e-payments	8,700		10,000		10,000		10,000		See http://www.epayments.org.uk/preparation/business_case/#doc3026.
• corporate services efficiencies not covered above	74,880		24,960		0		0		
e-Procurement, of which:									Procured goods and services include commodity goods and services as well as professional services, temporary labour and construction. It also includes sector specific markets for areas such as roads, social housing, social care, environmental services and police. See www.nepp.org.uk/ & www.idea-knowledge.gov.uk/idk/aio/70780.
• Service Specific									i.e. including Adult Social Services, Children's services, Culture and sport, Environmental services, Local transport, LA social housing, Non-school education services, supporting people.

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

[15] See http://www.odpm.gov.uk/stellent/groups/odpm_localgov/documents/page/odpm_locgov_032805.pdf.

• Cross-cutting e-procurement efficiencies not covered above	134,428	134,428	150,000	150,000	150,000	150,000	150,000	150,000	
Productive time, of which:									The focus for this work stream is on increasing the productivity of front line staff and those who support them. Councils are expected to drive through the benefits of e-Government investment in terms of changing working and management practices to maximise the amount of time that existing members of staff are engaged in productive work (with costs reallocated accordingly), e.g. by reducing the time spent by professionals in accessing and handling information, reducing time lost through high staff turnover by introduction of remote working / home working.
• Service Specific									i.e. including Adult Social Services, Children's services, Culture and sport, Environmental services, Local transport, LA social housing, Non-school education services, supporting people.
• Cross-cutting productive time efficiencies not covered above	810,533		700,000		300,000		300,000		
Transactions	906,787	39,377	800,000	20,000	400,000	20,000	400,000	20,000	The transactions work stream applies to those efficiencies that can be gained through such means as combining activities to produce more efficient ways of dealing with customers or streamlining processes, or making a major shift from manual to electronic processing. Transactions includes areas such as council tax collection, housing benefit administration and collection of non-domestic rates, i.e. delivering efficiencies through the migration of appropriate customer groups towards more cost effective channels such as web-based interfaces and telephone contact centres, with staff reallocated accordingly.
Miscellaneous efficiencies not covered above									
TOTAL EFFICIENCY GAINS - GROSS	1,991,295	194,444	1,734,960	200,000	860,000	170,000	860,000	170,000	
LESS e-government implementation expenditure	1,918,000		1,727,000		820,000		820,000		i.e. as identified above in Section 5 - Local e-Government Implementation Expenditure
TOTAL EFFICIENCY GAINS - NET	73,295		7,960		40,000		40,000		

SUBMISSION

Please make sure that all IEG5 mid term entries are completed on the esd-toolkit (www.esd-toolkit.org) **by midday on Monday 18 July 2005**.

All general comments and enquiries regarding the IEG5 mid term process should be addressed to:

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

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

FURTHER INFORMATION

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

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

Details of Government Connect can be found at http://www.govconnect.gov.uk

The Directgov website can be found at www.direct.gov.uk

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

Your regional IEG5 mid term contacts at the ODPM are:

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

West Midlands, East Midlands – Colin Whitehouse – colin.whitehouse@odpm.gsi.gov.uk

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

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

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

PUBLICATION OF IEG RETURNS

The ODPM may wish to publish information in connection with IEG5 mid term returns in due course or deposit them in its own library or that of the Houses of Parliament. Information may also be published as part of a national database to allow other local authorities to use IEG5 mid term data for benchmarking purposes. Should you wish any element of your proforma to be treated in confidence please clearly indicate this in your response. Nevertheless, all responses will be included in statistical summaries.