IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2005 (IEG5)

"Meeting the targets for e-government"

Name of Authority: South Cambridgeshire District Council

IEG Contact Name: Geoff Sissons

Email: geoff.sissons@scambs.gov.uk

Telephone No: 01954 713282

Submitted date: 30/11/2005

Local Context

IEG Statement 2005 Draft v4 : Created 30 November 2005

The provision of electronic services continues to be a key component of the corporate objectives and the strategic developments associated with improving services provided by South Cambridgeshire District Council (SCDC). The focus is on expanding electronic services to complement existing service delivery mechanisms as this will give customers more choice as to how they obtain the services they need. The service extension also includes linking facilities across providers so that where a service is outside the scope of SCDC, the customer is taken to an appropriate point where their needs can be met.

The Contact Centre, which is shared with Cambridgeshire County Council, has been a success. It provides a central County wide function to handle telephone calls as a cross cutting service as the agents can deal with calls relating to a wide range of different services instead of a single function. The agents have access to the information they need through the use of business application systems, internet and intranet facilities. During 2005, web access has been enhanced with the introduction of a new website content management system (CMS) to provide information in a more structured and clearer way. It also follows the Local Government Service List to provide a commonly used, standardised structure which makes it easier to find the information required. The CMS also makes the publication process easier, which encourages the provision of timely and accurate information. It also caters for transactional web services and these are now beginning to come on stream.

Transactional services on the new website allow customers to request services, make payments, contribute to consultations and raise queries electronically. This speeds up the process and provides more flexibility for the customer. To avoid creating a digital divide the public can obtain the same information by telephoning the Contact Centre, accessing the website or visiting the main office in Cambourne or a satellite office in Cambridge, which is operated in conjunction with the City Council. This shared approach is enabled by the provision of a County wide broadband network infrastructure which we share and which connects offices across the County.

Although technology is the mechanism for change, the objective is to provide services through additional channels and improve efficiency. Most of the changes currently being made are taking place in the background in order to web-enable services. This will enhance public web access and enable the contact centre agents to respond to telephone queries more readily.

The overall corporate objective of *a better future through partnership* is being fulfilled as partnership working is made easier with electronic services because, where appropriate, information, services and facilities can all be shared more easily,.

The SCDC corporate objective of *high quality, accessible, value for money services* is being enabled through services being made available electronically on the internet for public access and for Contact

Centre agents to respond to customer queries more effectively, to provide a better service and supply a range of services and information from a single point of contact.

The *quality village life* objective is being met by providing affordable homes complemented by a housing management service to meet the needs of current and prospective tenants. Housing management systems are employed to provide the facilities and information required to manage the service effectively. These systems are also being web-enabled to allow the public to have access to information and to raise requests on-line. Related issues such as transport links, education, health and leisure are provided as County-wide functions and access to or information about these services are provided through the Contact Centre and website links.

The objective of *a sustainable future for SCDC* is met by sustainable developments and quality of design in new developments and by recycling and waste minimisation. Electronic copies of development plans are available for scrutiny on the internet and consultation by electronic means is available, and proving popular. Consultation documents are scanned to create an electronic copy which is made accessible on the website. The public therefore has the opportunity to scrutinise development plans and assess the level of sustainability. Recycling is promoted and backed up by information on the website and the use of application systems to control waste management.

Section 1 - Priority Outcomes (self-assessment)

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

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R1 Parents/guardians to apply online for school places for children for the 2007 school year. The admissions process starts about a year before the beginning of the school year, e.g. September 2006 for 2007 entry.	Green 30/09/2005	Green 30/09/2005	Green 30/09/2005
	Comment: A function for which the County are responsible. It is scheduled to be available in September 2005 for Secondary and September 2006 for Primary. When the facility is available we will link to it.		
R2 Online access to information about educational support services that seek to raise the educational attainment of Looked After Children.	Green 01/03/2005	Green 01/03/2005	Green 01/03/2005
	Comment: Not applicable as this is a County function; but it is accessible through links on the SCDC website, a County-wide A-Z facility and a shared Portal.		
G1 Development of an Admissions Portal and / or e-enabled telephone contact centre to assist parents, carers and children in their choice of, and application to local schools	Green 01/04/2001	Green 01/04/2001	Green 01/04/2001
	Comment: Not applicable as this is a County function; but it is accessible through links on the SCDC website, a County-wide A-Z facility and a shared Portal.		
If already 'green' on R1, R2 & G1 above please comment on **E1** Agreed baseline and targets for take-up of online schools admissions service and educational attainment of Looked After Children. Otherwise you may leave this row blank.	**Comment:** Not applicable to a District Council		
R3 One stop direct online access and deep linking to joined up A-Z information on all local authority services via website or shared telephone contact centre using the recognised taxonomy of the Local Government Category List (see www.laws-project.org.uk).	Green 01/01/2004	Green 01/01/2004	Green 01/01/2004
	Comment: An A-Z facility operates across all Council websites within the County to provide access to a comprehensive list of services. We also share the County based Cambridgeshire Direct Contact Centre, which uses LGCL, and County-wide web Portal.		
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.	Red 21/06/2004	Amber 31/12/2005	Amber 31/12/2005
	Comment: In discussion with other Districts about joining the Criminal Justice System Secure email (CJS SeM). The process is being led by a neighbouring District.		
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.	Green 30/10/2004	Green 30/10/2004	Green 30/10/2004
	Comment: SCDC's policy is to help community groups, clubs and local organisations with grants and advice but not to host a web facility for them. Grants have already been provided for this purpose to the following:- - Linton Parish Council website and local directory - East Hatley and Hatley St George website - Access Art website - Cambourne website		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
If already 'green' on R3, R4 & G2 above please comment on **E2** Agreed baseline and targets for customer satisfaction and efficiency savings between the supplying organisations on shared community information initiatives. Otherwise you may leave this row blank.	**Comment:**		
R5 Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily.	Green 30/06/2004	Green 30/06/2004	Green 30/06/2004
	Comment: Minutes, agendas, reports and meeting dates are available on line. The process has been improved by the implementtion of a new Democratic Services system.		
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.	Green 30/11/2004	Green 30/11/2004	Green 30/11/2004
	Comment: This facility is available as part of the Democratic Services system.		
G3 Citizen participation and response to forthcoming consultations and decisions on matters of public interest (e-consultation), including facility for citizens to sign up for email and/or SMS text alerts on nominated topics.	Amber 01/01/2005	Amber 01/01/2005	Green 31/03/2006
	Comment: An on-line system for consultation in relation to the Local Development Framework is in place. A consultation module is now available as part of our on-line Information Asset Register system and it is being considered for general consultations.		
G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).	Amber 01/11/2005	Amber 01/11/2005	Green 31/03/2006
	Comment: The feasibility of using an audio text translation facility is being investigated. This will enable all web pages (including information about local policies and priorities) to be audibly 'read' to the user. A number of options are being considered, including the possibility of sharing a solution with other Councils in the area to promote compatibility and reduce cost.		
If already 'green' on R5, R6, G3 & G4 above please comment on **E3** Agreed baseline and targets for e-participation activities, including targets for citizen satisfaction. Otherwise you may leave this row blank.	**Comment:**		
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).	Green 01/04/2005	Green 01/04/2005	Green 01/04/2005
	Comment: Environmental Health reporting facilities are available via the Contact Centre and are logged directly into the system. Web access is currently being implemented. Commercial waste management options have been evaluated and a new applications sytem is planned for impelentation.		
R8 Online receipt and processing of planning and building control applications.	Amber 01/04/2004	Green 31/12/2005	Green 31/12/2005
	Comment: Planning applications can be received and processed on-line, but on-line payment for the service is awaiting implementation of the Income Management system. Building Control applications can be handled on-line with the planned implementation of a new module in the BC system.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.	Amber 01/04/2004	Amber 01/04/2004	Green 31/03/2006
	Comment: Public access is provided by Plan Access, an OGC compliant web map server, which interacts with the GeoStore GIS system. This facilitates the following web based services which are being used successfully: * Of the 106,000 planning applications from 1948-2005, 96,000 can be viewed. * Planning appeals function. * A fully interactive Local Development Framework (LDF) with mapping and policy statements. * A planning expert system which includes tree preservation orders, listed buildings, conservation, flood plains and other planning constraints. * Property account page linked to LLPG returns, refuse collection, Council tax data and 'find my nearest' school, library and recycling point., * Interactive mapping of information from the 2001 census.		
G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes.	Red 01/04/2005	Red 01/04/2005	Green 31/03/2006
	Comment: Trading Standards is a County function and they are currently tendering for a new regional web site to facilitate information sharing. SCDC anticipate being able to use this facility.		
G7 Use of technology to integrate planning, regulation and licensing functions (including Entertainment Licensing and Liquor Licensing) in order to improve policy and decision-making processes around the prevention of anti-social behaviour.	Amber 01/07/2004	Amber 01/07/2004	Green 31/03/2006
	Comment: A new licensing system has been implemented and the existing planning systems are being enhanced. Our intention is to integrate the licensing and planning systems to the LLPG so that individual properties are identified in a consistent way, This will provided facilities to track regulatory activity for properties and areas to aid the decision making process.		
If already 'green' on R7, R8, G5, G6 & G7 above please comment on **E4** Agreed baseline and targets for take-up of planning and regulatory services online, including targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank.	**Comment:**		
R9 Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.	Amber 01/10/2004	Amber 01/10/2004	Green 31/03/2006
	Comment: The completion date is an aspiration which it may not be possible to achieve as the timescale is very tight to implement a radically different approach to procurement across the whole Council. A pilot system for e-purchasing within the Financial Management System is scheduled for implementation by 31/12/05. BACS e-payments for creditors are also being implemented and is scheduled for completion by 31/12/05.		
G8 Establishment of a single business account (i.e. a cross-departmental 'account' run by the local authority whereby businesses are allocated a unique identifier that can be stored and managed via a corporate CRM account facility supporting face-to-face, website and contact centre transactions).	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: Being discussed with County in relation to the CRM at the Contact Centre as this is a focal point for customer contact. Additional modules are also being implemented to web enable the Revenues & Benefits system and this includes creating a single user account which spans Business Rates, Council Tax, Benefits and Sundry Debtors.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G9 Regional co-operation on e-procurement between local councils.	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: We are actively engaged with the Regional Centre of Excellence and participate in the Cambridgeshire Procurement Group (CPG) which includes County and Districts. These enable us to explore opportunities for the Authorities to participate in collaborative developments.		
If already 'green' on R9, G8 & G9 above please comment on **E5** Access to virtual e-procurement 'marketplace';	**Comment:** See G9 comment.		
E6 Inclusion of Small and Medium Enterprises (SMEs) in e-procurement programme, in order to promote the advantages of e-procurement to local suppliers and retain economic development benefits within local community;	**Comment:** Purchasing policies currently consider the need to encourage local SME suppliers but the implementation of e-Procurement may limit this in future if SMEs are unable to process electronic transactions.		
E7 Agreed targets (please specify) for efficiency savings by December 2005, including the % of undisputed invoices paid in 30 days (BVPI 8). Otherwise you may leave these rows blank.	**Comment:** BVPI 8, % of undisputed invoices paid within 30 days. 2004/05 Actual 92.42% against a target of 100%. 2005/06 Target 100%. Payment of invoices by BACS-IP is planned as a more efficient payment method.		
R10 Online facilities to be available to allow payments to the council in ways that engender public trust and confidence in local government electronic payment solutions (e.g. email receipting/proof of payment, supply of automatic transaction ID numbers).	Amber 01/01/2005	Green 31/12/2005	Green 31/12/2005
	Comment: A new Income Management system, including e-payments, is currently being implemented.		
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.	Green 01/04/2002	Green 01/04/2002	Green 01/04/2002
	Comment: An automated telephone payments system is in place and this will be complemented by the implementation of web payments and web access for Revenues & Benefits information.		
G10 Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	Red 01/01/2005	Amber 31/12/2005	Amber 31/12/2005
	Comment: The current focus is on service improvement through providing services by various means and channels to meet customer needs. Efficiency savings and the impact on collection rates will start to be measured when the new Income Management system has been fully implemented and the Revenues & Benefits and other applications have been web enabled.		
G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	Amber 01/03/2005	Amber 01/03/2005	Green 31/03/2006
	Comment: Implementation of e-billing is planned as an extension of the Revenues system web enabling.		
If already 'green' on R10, R11, G10 & G11 above please comment on **E8** Provision of facilities for making credit or debit card payments via SMS text message for parking fines (mobile phone).	**Comment:** Not applicable as SCDC does not have any car parks for which charges are levied.		
E9 Adoption of smart cards as standard for stored payments (e.g. replacing swipe cards).	**Comment:**		
E10 Agreed baseline and targets for reductions in unit costs of payment transactions. Otherwise you may leave these rows blank.	**Comment:**		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R12 Online renewal and reservations of library books and catalogue search facilities.	Green 01/04/2002	Green 01/04/2002	Green 01/04/2002
	Comment: Not applicable as this is a County function; but it is accessible through links onthe SCDC website, a County-wide A-Z facility and a shared Portal.		
R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations.	Red 01/04/2006	Red 01/04/2006	Red 01/04/2006
	Comment: Not applicable as SCDC do not own any sports or leisure facilities, other than Milton Country Park which does not have any booking requirement.		
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.	Green 31/12/2004	Green 31/12/2004	Green 31/12/2004
	Comment: The SCDC network integrates with the County-wide CCN broadband network to provide links to the Contact Centre, access to back office systems, and connections to other shared facilities and community access points. As we use the County Contact Centre the infrastructure is common. A smart card facility is also being considered in conjunction with the County. Where the back office systems are not all fully e-enabled they are being upgraded to provide web facilities and CRM integration.		
If already 'green' on R12, R13 & G12 above please comment on **E11** Agreed baseline and targets for take-up of library, sports & leisure services online, including targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank.	**Comment:**		
R14 Online facilities to be available to allow the public to inspect local public transport timetables and information via available providing organisation, including links to 'live' systems for interactive journey planning.	Green 01/04/2002	Green 01/04/2002	Green 01/04/2002
	Comment: Not applicable as transport is a County function; but information is accessible through links on the SCDC website, a County-wide A-Z facility and a shared Portal.		
R15 Online public e-consultation facilities for new proposals on traffic management (e.g. controlled parking zones (CPZs), traffic calming schemes), including publication of consultation survey results.	Green 01/04/2002	Green 01/04/2002	Green 01/04/2002
	Comment: Not applicable as this is a County function; but it is accessible through links on the SCDC website, a County-wide A-Z facility and a shared Portal.		
G13 E-forms for parking "contravention mitigation" (i.e. appeal against the issue of a penalty charge notice), including email notification of form receipt and appeal procedures.	Green 01/04/2002	Green 01/04/2002	Green 01/04/2002
	Comment: Not applicable as SCDC does not operate any car parks for which payment is taken at present. For County services links from the SCDC website are provided by a County-wide A-Z facility and through the shared Portal.		
G14 GIS-based presentation of information on roadworks in the local area, including contact details and updated daily.	Green 01/04/2002	Green 01/04/2002	Green 01/04/2002
	Comment: Not applicable as this is a County function; but it is accessible through links on the SCDC website, a County-wide A-Z facility and a shared Portal.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
If already 'green' on R14, R15, G13 & G14 above please comment on **E12** Agreed baseline and targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank.	**Comment:** Not applicable in relation to R14 to G14		
R16 E-enabled "one stop" resolution of Housing & Council Tax Benefit enquiries via telephone, contact centres, or via one stop shops using workflow tools and CRM software to provide information at all appropriate locations and enable electronic working from front to back office.	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
	Comment: Already available at a basic level. The Contact Centre deals with telephone enquiries. Cambourne and Cambridge offices deal with face to face enquiries. Improvement of the integration between the Contact Centre CRM and back office applications is planned to make it more effective and efficient.		
R17 Online facilities to be available to allow citizens or their agents to check their eligibility for and calculate their entitlement to Housing & Council Tax Benefit and to download and print relevant claim forms.	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: The SCDC website contains information which can be used to make a quick estimate of benefit entitlement in summary form. More detailed calculation facilities and the ability to complete a form on-line are part of the scheduled implementation of e-Benefits. However, technical problems faced by the system supplier coupled with internal resource limits have delayed implementation until to early 2006.		
G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens homes.	Green 30/06/2004	Green 30/06/2004	Green 30/06/2004
	Comment: Home visiting officers provide a service in citizen's homes using a laptop to capture information and calculate benefit. Proofs of identity are validated and electronically copied at the same time and subsequently loaded into the DIP system.		
If already 'green' on R16, R17 & G15 above please comment on **E13** Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals.	**Comment:** BVPI 78a. Average days to process new benefits claims. 2004/05 Actual 28.3 against a target of 27 2005/06 target 27. BVPI 78b. Average days to process new benefits changes. 2004/05 Actual 7.3 against a target of 7 2005/06 target 7.		
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. Otherwise you may leave these rows blank.	**Comment:** Requires discussion with County.		
R18 Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004
	Comment: SCDC provides an information service for the homeless by telephone and on the website. Other services are provided by or through the County and information is accessible from links on the SCDC website, a County-wide A-Z facility and a shared Portal.		
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.	Red 01/04/2006	Red 01/04/2006	Red 01/04/2006
	Comment: Not applicable as this is a County function.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G16 Systems to support joined-up working on children at risk across multiple agencies.	Red 01/04/2006	Red 01/04/2006	Red 01/04/2006
Comment: Not applicable as it is a County function. SCDC does not manage the systems or processes but does work with the Children and Young Peoples Strategic Partnership to address any relevant issues that arise.			
G17 Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.	Red 01/04/2006	Red 01/04/2006	Red 01/04/2006
Comment: Not applicable as this is a County function.			
If already 'green' on R18, R19, G16 & G17 above please comment on **E15** Agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVPI 57). Otherwise you may leave this row blank.	**Comment:** BVPI 57 is not applicable to SCDC.		
R20 Email and Internet access provided for all Members and staff that establish a need for it.	Green 01/04/2002	Green 01/04/2002	Green 01/04/2002
Comment: Available to all SCDC staff and Members.			
R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff.	Green 31/12/2003	Green 31/12/2003	Green 31/12/2003
Comment: ICT help desk support is available 24x7 for staff and Members. Policy document is available on the Intranet.			
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.	Green 31/12/2003	Green 31/12/2003	Green 31/12/2003
Comment: Access to facilities is available where required and the policy document is available on the Intranet.			
G18 Establishment of e-skills training programme for council members and staff with recognised basic level of attainment (e.g. European Computer Driving Licence, British Computer Society Qualification "e-Citizen").	Green 01/04/2002	Green 01/04/2002	Green 01/04/2002
Comment: Training for PC Office products is available to all staff and members as required. Training is provided by a local specialist provider and the course schedules are published on the intranet. More specialised training for specific applications and functions is available where necessary. ECDL is being considered to establish where it would be appropriate and how it could be used.			
If already 'green' on R20, R21, R22 & G18 above please comment on **E16** Agreed targets for baseline and efficiency savings arising from the introduction of new ways of working. Otherwise you may leave this row blank.	**Comment:** To be considered when web based access facilities have been implemented and the impact and benefits can be evaluated.		
R23 Self-service or mediated access to all council services outside standard working hours via the Internet or telephone contact centres (i.e. available for extended hours outside of 9am-5pm Monday to Friday).	Amber 01/01/2005	Green 31/12/2005	Green 31/12/2005
Comment: Information on the internet is available at all times and new transactional facilities are being implemented where appropraite. The automated telephone payments system is available at all times. The Contact Centre operates 12 hours a day six days a week.			

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R24 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.	Green 30/09/2005	Green 30/09/2005	Green 30/09/2005
	Comment: A new CMS has been implemented for the internet website. The intranet is also now being converted to the CMS for compatibility and efficiency as the CMS can publish information to the internet and/or intranet as required, thus avoiding any duplication of data or effort.		
G19 Adoption of ISO 15489 methodology for Electronic Document Records Management (ERDM) and identification of areas where current records management policies, procedures and systems need improvement to meet the requirements of Freedom of Information (FOI) and Data Protection legislation (see www.pro.gov.uk/about/foi/map-local.rtf).	Amber 01/04/2002	Amber 01/04/2002	Green 31/03/2006
	Comment: Work is progressing on the implementation of a corporate Document Image Processing (DIP) and Workflow system. DIP and workflow, for request tracking, a web based publication scheme and an e-mail archiving system have been implemented to support and manage FoI and Data Protection requests. The requirements, impact and benefits of being ISO15489 compliant will be considered.		
G20 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI).	Green 30/10/2005	Green 30/10/2005	Green 30/10/2005
	Comment: Included with the new CMS website implementation.		
G21 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk).	Amber 01/04/2002	Green 31/12/2005	Green 31/12/2005
	Comment: All new systems are packages for which the suppliers claim e-GIF and e-GMS compliance where appropriate. Legacy systems, which are not compliant, are being replaced.		
If already 'green' on R23, R24, G19, G20 & G21 above please comment on **E17** Agreed baseline and targets for efficiency savings based around improved accessibility of services and information. Otherwise you may leave this row blank.	**Comment:** See Secton 6 of this document.		
R25 Online publication of Internet service standards, including past performance and commitments on service availability.	Green 30/09/2005	Green 30/09/2005	Green 30/09/2005
	Comment: Standards will be reviewed and performance published when the new CMS has been implemented.		
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.	Green 01/07/2005	Green 01/07/2005	Green 01/07/2005
	Comment: The Nielsen//NetRatings service, supported by Socitm, is being used to provide website access and usage statistics.		
G22 Establishment of internal targets and measures for customer take-up of e-enabled access channels.	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: Will follow implementation of the transactional web facilities.		
G23 Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk).	Green 30/09/2005	Green 30/09/2005	Green 30/09/2005
	Comment: The guidelines have been incorporated in the website re-design as part of the CMS implementation. Therefore the navigation is structured according to the Local Government Category List and it aims to be intuitive, efficient, easy, enjoyable and consistent.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
If already 'green' on R25, R26, G22 & G23 above please comment on **E18** Agreed baseline and take-up targets for migration of local authority business to e-access channels (e.g. web, telephone contact centres, Interactive Digital TV, mobile telephone) by 2005/06, including efficiency savings. Otherwise you may leave this row blank.	**Comment:**		
R27 Systems in place to ensure effective and consistent customer relationship management across access channels and to provide a 'first time fix' for citizen and business enquiries, i.e. using a common database, which holds customers records, to deliver services across different channels, and enabling joined-up and automated service delivery.	Amber 01/06/2004	Green 31/12/2005	Green 31/12/2005
	Comment: The Contact Centre and CRM will provide this facility, which will be enhanced by the implementation of a new more functional version of the CRM during 2005.		
R28 All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.	Green 30/09/2005	Green 30/09/2005	Green 30/09/2005
	Comment: Implemented for items which require a response, including FoI requests, complaints and complements and some correspondence.		
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.	Green 30/09/2005	Green 30/09/2005	Green 30/09/2005
	Comment: Implemented for items which require a response. Where there are existing service standards in place they continue to be responded to in terms of the existing standard, which have been reviewed as part of our 'customer first' initiative.		
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.	Amber 01/06/2004	Amber 01/06/2004	Green 31/03/2006
	Comment: The Contact Centre has been established but additional work is required to integrate the CRM with back office systems. To minimise the work required and maintenance effort, our plan is to achieve this using xml and http messages created by the web functions to pass data between the CRM and back office applications and will be introduced as part of the web enabling process.		
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.	Green 30/06/2003	Green 30/06/2003	Green 30/06/2003
	Comment: A process using a web link to IamMoving.com (a widely used commercial facility) provides a single point of contact for address change and the information is shared corporately. The Contact Centre also takes address change details which are shared corporately.		
If already 'green' on R27, R28, R29, G24 & G25 above please comment on **E19** Agreed baseline and improvement targets for the percentage of public enquiries about council services resolved at first point of contact and efficiency savings resulting from investment in customer relationship management and workflow technology. Otherwise you may leave this row blank.	**Comment:** SCDC plan to use the CRM and associated technology to capture these measures.		

Section 2 - Change Management (self-assessment)

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

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
● Appointment of people to the following key local e-government functions in your Council (see http://www.idea-knowledge.gov.uk/idk/aio//206757):			
i) Member & officer e-champions	Green 01/07/2001	Green 01/07/2001	Green 01/07/2001
	Comment: Officer e-Champion: Greg Harlock, Finance & Resources Director Member e-Champion, Portfolio Holder, Information and Customer Services		
ii) e-government programme manager	Green 01/06/2001	Green 01/06/2001	Green 01/06/2001
	Comment: Geoff Sissons, Applications & Information Manager (ICT)		
iii) customer services management	Green 01/06/2004	Green 01/06/2004	Green 01/06/2004
	Comment: This responsibility is shared among a number of senior officers in the business areas.		
● Inclusion of competency development of the above key functions and training for staff affected by e-Government projects, within the Council's workforce development planning (for more information about the e-capacity Building Programme see http://www.lamip.org/MicroSites/eCapacityBuilding/Pages /TemplateUser.aspx?PageType=StandardContent&XSL= standardcontent&Key=1)	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
	Comment:		
● Establishment of an e-delivery programme board	Green 01/06/2001	Green 01/06/2001	Green 01/06/2001
	Comment: Owner: Steve Rayment, Assistant Director (ICT)		
● Use of formalised programme & project management methodologies (e.g. PRINCE2, MSP) to support e-delivery programme	Green 01/07/2003	Green 01/07/2003	Green 01/07/2003
	Comment: Owner: Geoff Sissons, Applications & Information Manager (ICT)		
● Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures	Green 01/07/2003	Green 01/07/2003	Green 01/07/2003
	Comment: Owner: Greg Harlock, Finance & Resources Director		
● Use of customer consultation/research to inform development of corporate e-government strategy	Green 01/11/2001	Green 01/11/2001	Green 01/11/2001
	Comment: County Wide Mori e-Government Survey is used.		

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
● Establishment of policy for addressing social inclusion within corporate e-government strategy	Amber 01/06/2005	Amber 01/06/2005	Green 31/03/2006
	Comment:SCDC are working with the County on developing an e-learning strategy that will cover a number of social inclusion issues. Practical measures to deal with social inclusion include establishing community access points with PCs, e-mail and internet access in a variety of community spaces such as village halls and Sheltered Housing schemes. This is in addition to PCs being installed by the County in local libraries and schools.		
● Identification of the specific needs of the most disadvantaged groups and exploring how Information Communication Technologies (ICT) can help to address these needs (see http://www.socialexclusion.gov.uk/page.asp?id=583)	Red 01/04/2006	Red 01/04/2006	Red 01/04/2006
	Comment: Requirements need to be considered.		
● Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act), including information sharing and data quality audit procedures	Green 01/01/2002	Green 01/01/2002	Green 01/01/2002
	Comment: Shared between Information Management Officer role in ICT and Head of Legal Services		
● 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	Red 01/04/2006	Red 01/04/2006	Red 01/04/2006
	Comment: To be considered.		
● Establishment of partnerships for the joint (aggregated) procurement of broadband services	Green 01/05/2004	Green 01/05/2004	Green 01/05/2004
	Comment:SCDC is sharing use of a County broadband infrastructure created to link Local Authorities in Cambridgeshire. SCDC, East of England Development Agency and a telecommunications supplier sucessfully worked together to make broadband services are available throughout the District. The project is now complete.		
● 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)	Red 01/04/2006	Red 01/04/2006	Red 01/04/2006
	Comment: To be considered.		
● Compliance with BS 7799 on information security management	Green 01/03/2002	Green 01/03/2002	Green 01/03/2002
	Comment: Serco, who support SCDC's infrastructure, are contracted to provide a service that conforms to BS7799.		
● Implementation of Benefits Realisation Plan for delivery of local e-government programme strategic objectives	Red 01/04/2006	Red 01/04/2006	Red 01/04/2006
	Comment: To be considered.		
● 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)	Red 01/12/2004	Red 01/12/2004	Green 31/03/2006
	Comment:LGSL list is being extended to include this and SCDC will utilise this standard when it is available.		

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
● Planned compliance to HMG Security and authentication frameworks through commitment to citizen, employee and volunteer account registration in Government Connect (see http://www.govconnect.gov.uk/ccm/portal)	Red 31/12/2005	Red 31/12/2005	Amber 31/03/2006
Comment:SCDC will seek to comply with these policies where it is practical to do so.			
● Compliance with an independent trust scheme approval process designed to provide assurance for individuals and companies using or relying upon e-business transactions (see www.tscheme.org) and which will work with Government Connect (see http://www.govconnect.gov.uk/ccm/portal/)	Red 31/12/2005	Red 31/12/2005	Amber 31/03/2006
Comment: For e-payments SCDC uses a BACS-IP service from a reputable third party service provider. For e-procurement payments the requirements are still being established.			
● 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	Red 01/04/2006	Red 01/04/2006	Red 01/04/2006
Comment: To be considered.			
ii) adoption of Unique IDentifiers (UIDs) and associated standards, as designated in Government Connect	Red 01/04/2006	Red 01/04/2006	Red 01/04/2006
Comment: To be considered.			
iii) the bereavement journey & closing of accounts (see http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp)	Red 01/04/2006	Red 01/04/2006	Red 01/04/2006
Comment: To be considered, although burials are more liekely to be covered by County.			
iv) citizen & business authentication for services for services categorised at security levels 0-3	Red 01/04/2006	Red 01/04/2006	Red 01/04/2006
Comment: To be considered.			
v) registration & authentication of employees for internal and cross-agency services	Red 01/04/2006	Red 01/04/2006	Red 01/04/2006
Comment: To be considered.			
vi) corporate approach to collection of e-payments	Red 01/04/2006	Red 01/04/2006	Red 01/04/2006
Comment: All payments come through the Income Management system so conform to a corporate standard.			
vii) cross agency secure transactions (Government to Government)	Red 01/04/2006	Red 01/04/2006	Red 01/04/2006
Comment: To be considered.			
viii) account structures for citizens, businesses, property, voluntary & community bodies, schools and parishes	Red 01/04/2006	Red 01/04/2006	Red 01/04/2006
Comment: To be considered.			
ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local Area Agreements (where in place)	Red 01/04/2006	Red 01/04/2006	Red 01/04/2006
Comment: Not planned at present			
x) GC Register (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Red 01/04/2006	Red 01/04/2006	Red 01/04/2006
Comment: To be considered.			
xi) GC Exchange (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Red 01/04/2006	Red 01/04/2006	Red 01/04/2006
Comment: To be considered.			

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
● Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) back office connection in place (Department Interface Server)	Red 01/04/2006	Red 01/04/2006	Red 01/04/2006
	Comment: To be considered.		
● 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)	Amber 01/11/2005	Amber 01/11/2005	Amber 01/11/2005
	Comment: Local DirectGov data requirements are being evaluated to see how they can be met.		
● Reciprocal connection to Directgov (see http://www.direct.gov.uk) from corporate website and partnership portal(s)	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004
	Comment: Link on website home page.		
● Introduction of Digital Interactive TV services (see http://www.digitv.org.uk)	Red 01/04/2006	Red 01/04/2006	Red 01/04/2006
	Comment: To be considered.		
● Establishment of dedicated telephone contact centre(s) services	Green 01/04/2005	Green 01/04/2005	Green 01/04/2005
	Comment: Shared with the County Council		
● Compliance with Freedom of Information Act 2000, including responding to requests for information from individuals within a reasonable time period (see http://www.lcd.gov.uk/foi/foidpunit.htm & http://www.pro.gov.uk/recordsmanagement/access/default.htm)	Green 01/01/2005	Green 01/01/2005	Green 01/01/2005
	Comment: Includes a process to manage information requests, a tracking system to ensure that they are dealt with in the prescribed timescale and e-mail archiving to improve searching facilities.		
● Regularly-maintained link from Local Land & Property Gazetteer (LLPG) to National Land & Property Gazetteer (NLPG) (see http://www.nlpg.org.uk)	Green 01/11/2003	Green 01/11/2003	Green 01/11/2003
	Comment:		
● Local Land & Property Gazetteer (LLPG) linked to Customer Relationship Management (CRM) systems	Green 01/04/2005	Green 01/04/2005	Green 01/04/2005
	Comment: The CRM maintains a local gazeteer which is fed with data from the LLPgs of the participating Local Authorities. A more dynamic process could improve integration and this is being discussed with County who run the Contact Centre		
● Connection to National Land Information Service (NLIS) at Level 3 (see http://www.nlis.org.uk)	Amber 01/02/2005	Amber 01/02/2005	Green 31/03/2006
	Comment: Connected to NLIS at level 2 in April 2005. Connection at level 3 will not be possible before end of March 2006, but that is an aspiration rather than a fixed target. The primary reason is a shortage of resources to complete all the necessary data capture work. There will also be a need to transfer data to a new system and to have County input to the process.		
● Introduction and maintenance of an online service directory for Children's services for professionals working with children & young people, and allowing public access where possible (for further information see http://www.dfes.gov.uk/isa)	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
	Comment: Not applicable to SCDC but public access is facilitated by links to the County website thorough a common A-Z facility and a shared Portal.		

Section 3 - BVPI 157

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

BVPI 157 Interaction Type	Forecast average IEG4.5 % e-enabled position at 31 December 2005	Actual 01/02	Actual 02/03	Actual 03/04	Actual 04/05	Forecast 05/06
Providing information: • Total types of interaction e-enabled • % e-enabled	99 %	• 29 • 36.71 %	• 48 • 60.76 %	• 58 • 73.42 %	• 69 • 87.34 %	• 79 • 100.00 %
Collecting revenue: • Total types of interaction e-enabled • % e-enabled	97 %	• 0 • 0.00 %	• 1 • 9.09 %	• 2 • 18.18 %	• 3 • 27.27 %	• 11 • 100.00 %
Providing benefits & grants: • Total types of interaction e-enabled • % e-enabled	96 %	• 0 •	• 0 •	• 0 •	• 0 •	• 0 •
Consultation: • Total types of interaction e-enabled • % e-enabled	97 %	• 6 • 27.27 %	• 11 • 50.00 %	• 15 • 68.18 %	• 20 • 90.91 %	• 22 • 100.00 %
Regulation (such as issuing licenses): • Total types of interaction e-enabled • % e-enabled	94 %	• 0 • 0.00 %	• 0 • 0.00 %	• 0 • 0.00 %	• 5 • 71.43 %	• 7 • 100.00 %
Applications for services: • Total types of interaction e-enabled • % e-enabled	97 %	• 3 • 8.33 %	• 7 • 19.44 %	• 17 • 47.22 %	• 25 • 69.44 %	• 36 • 100.00 %
Booking venues, resources & courses: • Total types of interaction e-enabled • % e-enabled	93 %	• 0 • 0.00 %	• 2 • 100.00 %	• 2 • 100.00 %	• 2 • 100.00 %	• 2 • 100.00 %
Paying for goods & services: • Total types of interaction e-enabled • % e-enabled	95 %	• 2 • 14.29 %	• 2 • 14.29 %	• 4 • 28.57 %	• 5 • 35.71 %	• 14 • 100.00 %
Providing access to community, professional or business networks: • Total types of interaction e-enabled • % e-enabled	97 %	• 13 • 44.83 %	• 19 • 65.52 %	• 25 • 86.21 %	• 28 • 96.55 %	• 29 • 100.00 %
Procurement: • Total types of interaction e-enabled • % e-enabled	95 %	• 0 • 0.00 %	• 0 • 0.00 %	• 1 • 50.00 %	• 1 • 50.00 %	• 2 • 100.00 %
Total: • **Total types of interaction e-enabled** • **% e-enabled**	98 %	• **53** • **26.24 %**	• **90** • **44.55 %**	• **124** • **61.39 %**	• **158** • **78.22 %**	• **202** • **100.00 %**

Section 4 - Access Channel Take-Up

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

	Actual		Forecast		
E-enablement & Main E-Access Channel Take-Up	03/04	04/05	05/06	06/07	07/08
Local Service Websites					
● Page impressions (annual)	3,742,000	3,566,000	4,000,000	45,000,000	5,000,000
● Unique users, i.e. separate individuals visiting website (annual)	122,000	146,000	150,000	200,000	250,000
● Number of e-enabled payment transactions accepted via website	0	0	1,000	2,000	3,000
● Number of change of address notifications accepted via website	0	100	150	200	300
● Number of planning applications accepted via website (including through the Planning Portal)	0	0	40	80	150
	Comment: Payment transactions: Web payments are being introduced during 2005 and it is thought likely that use will gradually increase overall. For some types of transaction web payments are expected to become dominant but for others because of the nature of the payments and alternatives available (e.g. Council Tax is mainly paid by direct debit) a large increase in web payments is not expected. Change of Address: Web notifications are currently accepted but take up is still very low. Implementing additional web forms may improve this.				
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	16,000	20,000	20,000	20,000	20,000
● Number of change of address notifications accepted via telephone	5,000	7,000	7,000	8,000	8,000
	Comment: Payments are accepted via an Automated Telephone Payments (ATP) system, which is well used. A desktop extension of the ATP is used to take payments at the Contact Centre and approximately 30% of the transactions in this category are received in this way. Electronic payments overall are expected to increase but probably favouring web payments with use of the ATP remaining stable. Change of address notifications by telephone are processed in the Contact Centre where possible and approximately 40% of the transactions are processed in this way. The ones that require more complex processing or calculations are passed to the back office.				
Face To Face					

	Actual		Forecast		
E-enablement & Main E-Access Channel Take-Up	03/04	04/05	05/06	06/07	07/08
(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	0	0	0
● Number of change of address notifications accepted via personal contact	0	0	0	0	0
	Comment: e-Payments received and processed by reception and cashiers at Cambourne HQ and Cambridge office are processed through the ATP extension so these transactions are included with the Telephone payments.				
Other Electronic Media *(e.g. BACS, text messaging)*					
● Number of e-enabled payment transactions accepted via BACS	400,000	400,000	400,000	400,000	400,000
● Number of e-enabled payment transactions accepted via text message or other electronic form	0	0	0	0	0
● Number of change of address notifications accepted via other electronic media	0	0	0	0	0
	Comment: The popularity of this method of payment is because annual charges are usually divided into monthly payments which favours direct debit and bank transactions.				
Non Electronic *(e.g. cash office, post)*					
● Number of payments accepted by cheque or other non-electronic form	74,000	60,000	58,000	56,000	54,000
● Number of change of address notifications accepted via non-electronic form	5,000	5,000	5,000	4,000	4,000
	Comment: The take up of web based payments and change of address notifications is thought likely to reduce the number of non-electronic payments and notifications.				

Section 5 - Local e-Government Implementation Expenditure

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

Programme Resource	Backward Look (£)		Forward Look (£)		
	01/02 to 03/04	04/05	05/06	06/07	07/08
● IEG capital grant	400,000	350,000	150,000		
	Comment:				
● ODPM Local e-Government Support & Capacity Programme capital grant	0	0	0	0	0
	Comment:				
● your council's nominal pro rata share of ODPM Local e-Government Partnership Programme capital grant allocated in your area	40,000	0	0	0	0
	Comment:SCDC share of County LGOL funding for contributing to the portal metadata standards and applying them to the SCDC website. Half the funding was received in 01/02 and half in 02/03.				
● financial contribution from public-private partnerships	0	0	0	0	0
	Comment:				
● resources being applied from internal revenue and capital budgets to implement e-government	2,960,000	724,000	1,260,000	1,370,000	959,000
	Comment:				
● other resources (e.g. training) (please specify)	18,141	78,609	33,000	0	0
	Comment:EEDA grant to facilitate introduction of broadband access across the District. The project is now complete.				
● ODPM e-Innovations Fund capital grant	0	0	0	0	0
	Comment:				
● financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB), EU funding	35,460	120,920	51,927	125,000	100,000
	Comment:2004/05 inclues £50,000 grant for meeting the Pendleton Threshold criteria used for ICT developments to improve Planning services. Remainder is funding from the DWP to support Benefits DIP implementation. 2005/06 is final payment received from the DWP for completion of Benefits DIP implementation. 2006/07 is funds from 2005/06 Pendleton grant rolled over and used for further ICT developments Planning. 2007/08 Estimate of possible grant funding.				
TOTAL	**3,453,601**	**1,273,529**	**1,494,927**	**1,495,000**	**1,059,000**

Section 6 - Local e-Government Programme Efficiency Gains

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

	Backward Look (£)		Forward Look (£)					
	04/05		05/06		06/07		07/08	
Efficiency Gains	Annual gain	...of which cashable	Expected annual gain	...of which cashable	Expected annual gain	...of which cashable	Expected annual gain	...of which cashable
Corporate services, of which:								
● e-recruitment	0	0	0	0	0	0	0	0
Comment:								
● e-payments	0	0	0	0	0	0	0	0
Comment:								
● corporate services efficiencies not covered above	0	0	0	0	0	0	0	0
Comment:								
e-Procurement, of which:								
● Service specific	0	0	0	0	0	0	0	0
Comment:								
● Cross-cutting e-procurement efficiencies not covered above	0	0	0	0	0	0	0	0
Comment:								
Productive time, of which:								
● Service specific	0	0	0	0	0	0	0	0
Comment:								

Efficiency Gains	Backward Look (£) 04/05		Forward Look (£)					
			05/06		06/07		07/08	
	Annual gain	...of which cashable	Expected annual gain	...of which cashable	Expected annual gain	...of which cashable	Expected annual gain	...of which cashable
● Cross-cutting productive time efficiencies not covered above	0	0	0	0	0	0	0	0
Comment:								
Transactions	25,000	0	25,000	0	25,000	0	25,000	0
Comment: Values only include e-Government related AES savings								
Miscellaneous efficiencies not covered above	0	0	0	0	0	0	0	0
Comment:								
TOTAL EFFICIENCY GAINS - GROSS	**25,000**	**0**	**25,000**	**0**	**25,000**	**0**	**25,000**	**0**
LESS e-government implementation expenditure	1,273,529		1,494,927		1,495,000		1,059,000	
Comment:								
TOTAL EFFICIENCY GAINS - NET	**-1,248,529**		**-1,469,927**		**-1,470,000**		**-1,034,000**	