

Committee: E-Government Working group
Date: 7 October 2004
Agenda Item No: 5
Title: 2004/05 E-Government Work Plan ~ Progress Report
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Summary

- 1 This report provides a brief update on progress of the 2004/05 E-Government work programme.

Background

- 2 A large programme of development work is being carried out in the current financial year, including a number of e-Government related projects. A summary of each project is included in the attached appendices:

Appendix One – E-Government Implementation Plan. This appendix includes updates on the various projects being carried out to help meet Best Value Performance Indicator 157 (all services to be available electronically by 31 December 2005). By 31 March 2004, 62% of services were available electronically, compared to an original target of 60%. This leaves the Council well placed to meet BVPI 157. Provided a reasonable level of progress is maintained, it is anticipated that 90% to 95% of all services will be available electronically by 31 March 2005.

Appendix Two – Progress in responding to the mandatory E-Government priority outcomes. These outcomes were set out in an Office of the Deputy Prime Minister (ODPM) paper published on 30 April 2004 titled 'defining e-government outcomes for 2005 to support the delivery of priority services'. The paper established some 73 outcomes that councils are required to deliver, many of them by 31 December 2005. Whilst not all these outcomes are relevant to Uttlesford, the Council is still required to deliver approximately 50 of them. Whilst many of the remainder are voluntary, there is an expectation that they will be delivered by 'high-performing' councils.

A number of the requirements as set out by the ODPM, were either vague or ambiguous. Consequently, it has been necessary for the IDeA to issue clarification and guidance to assist councils understand their obligations. This guidance was published on 1 September 2004 and the attached progress report reflects this latest position.

It was unfortunate that the ODPM requirements and the subsequent guidance has been established so near the 2005 deadline. Even so, most of the mandatory outcomes are achievable for Uttlesford, although it is now evident that a number will be more difficult to achieve and further thought will need to be given to how they will be delivered. These include; G2, G4, G7, G12, G15, G18 & R29.

FOR INFORMATION

Background Papers: Defining e-government outcomes for 2005 to support the delivery of priority services & National Strategy transformation agenda for local authorities in England – Version 1.0' (Office of the Deputy Prime Minister)

Priority Outcomes: Explanatory Notes for Practitioners – Version 1.0 (Strategic Support Unit, IDeA)

E-Government Strategy 2004 to 2007.

Appendix One– E-Government Implementation Plan (excluding items covered in Appendix Two)

The tables adopt the Government ‘traffic light’ approach to provide easy to read progress. In summary:

Red = Projects that are being planned but not yet approved for funding or have not yet commenced.

Amber = Implementation stage – roll out of approved & funded projects.

Green = Fully implemented – projects completed & implemented.

Projects	Current Position	Commentary
Website development:- General information on all services	Amber	Bruce Tice recently appointed on secondment to add new content to website. Priority being given to services under-represented on website, such as emergency planning . Another person just appointed to accelerate progress.
Environmental Services <ul style="list-style-type: none"> • Licensing • Trade waste (ordering container services etc). • Street care & cleansing. 	Amber	Tenders currently being prepared for development of online services for trade waste and street care. Licensing module still be developed ~ needs to be live by February 2005.
Planning <ul style="list-style-type: none"> • Links to National Planning Portal • Planning casework service. 	Amber	The Council has signed up to the Planning Portal at the Advanced Level. To fully achieve Advanced Level, a module for the e-payments system needs to be purchased. A quotation has been obtained and its implementation is being planned. Any further progress over and above Advanced Level will required online registration and authentication services, which are the subject of a separate report to the meeting.
Housing: <ul style="list-style-type: none"> • Applications to join housing register. • Access to mutual exchange list 	Green	Housing register application form developed. Mutual exchange register now online.
Housing: <ul style="list-style-type: none"> • Facility for tenants to report repairs • Access to rent account information 	Amber	To be subject to a forthcoming tender exercise.
Saffron Walden Museum <ul style="list-style-type: none"> • Online access to Museum Catalogues. • Online forms etc. • Online access to local history recorders’ records. 	Amber	Developed in test Outstanding. Outstanding ~ Awaiting outcome of Lottery Bid.
Revenues (Council Tax & Business rates): <ul style="list-style-type: none"> • Online access to banding & RV information. • Online access to account details. 	Amber	Developed in test.
Housing Benefits <ul style="list-style-type: none"> • Online application / change of circumstance forms. 	Green	Forms available online.

Travel & transport <ul style="list-style-type: none"> Online access in respect of decriminalisation. 	Red	New car parking system due to go 'live' in October 2004. Online access can be implemented thereafter.
<ul style="list-style-type: none"> Grant for Saffire redevelopment (car share scheme etc) 	Green	SaffireWeb website live. A presentation will be given to the group as part of this meeting.
Generic online applications <ul style="list-style-type: none"> Online booking system for sports coaching courses, arts & cultural events, museum educational visits etc. 	Amber	Tenders obtained – see report elsewhere on agenda
<ul style="list-style-type: none"> Shared community information databases, linked to the deliver of services via community portals and / or contact centres, to enable single point of access to a wide and comprehensive range of community information. 	Red	Little progress made to date. Further attempts will need to be made to identify existing database holders & involve them in the project.
Online services infrastructure: <ul style="list-style-type: none"> Registration & authentication. 	Amber	See report elsewhere on agenda
<ul style="list-style-type: none"> Government Gateway. 	Amber	See report elsewhere on agenda
<ul style="list-style-type: none"> Essex Extranet (establishment of infrastructure) 	Green	Completed.
<ul style="list-style-type: none"> NLPG ~ completion of LLPG. 	Amber	UDC's LLPG linked to National hub (one of only 17% of councils to reach this stage). However LLPG still contains duplicate entries that need to be removed. Advice obtained from a Consultant (his report is available upon request) and further work planned ~ temporary staffing / overtime payments will be required to complete this project.
<ul style="list-style-type: none"> NLIS ~ accreditation to level 3 	Amber	No progress this year. Progression to level 3 dependent upon integration to e-payments system and the resolution of the LLPG issues described above.
<ul style="list-style-type: none"> Broadband 	Amber	New technological developments should now mean that up to 98% of district can receive broadband. Essex broadband partnership to be launched 29/9/04 ~ a verbal report will be given at the meeting.
Replacement Applications <ul style="list-style-type: none"> Financial Information System (FIS) 	Amber	Phase 1 completed ~ FIS system 'live'. Phase 2 (which includes e-procurement) delayed by staff vacancy ~ contractor to be appointed to progress project.
<ul style="list-style-type: none"> iWorld Housing 	Amber	System built in test ~ delayed by staff vacancy ~ contractor to be appointed to progress project.
<ul style="list-style-type: none"> Personnel System 	Amber	It is expected that contracts will be signed with the preferred supplier, Snowdrop Ltd, by 30/9/04.
First Point of Contact Review		Supplier chosen & contracts signed..

<ul style="list-style-type: none"> • Installation of a CRM system. 	Amber	Hardware ordered and installation date arranged.
<ul style="list-style-type: none"> • Installation of a corporate document imaging (DIP) system. 	Amber	Project progressing well, with a number of live installations completed (e.g. building surveyors, Programme Office, Housing Management etc).
<ul style="list-style-type: none"> • Integration of first point of contact facilities with other agencies' services ~ including E-Innovations project to provide CABs with electronic access to Council services. 	Amber	Approval to proceed obtained from ODPM. Project in progress ~ first Board Meeting on 7 October 2004.

Appendix Two – Progress in responding to the Government mandatory E-Government priority outcomes.

	Current Position	Commentary
1. Community Information		
R3 One stop direct online access and deep linking to joined up A-Z information on all local authority services via website or shared telephone contact centre using the recognised taxonomy of the Local Government Category List (see www.laws-project.org.uk).	Amber	A-Z on UDC website to be updated to include <u>all</u> local public services, not just those provided by UDC. Work has started to 'deep link' ECC services to UDC website ~ e.g. transport services. Some metadata added to the website, although further work is required to map services to the Local Government Category List (LGCL) taxonomy ~ a meeting with ECC metadata specialists held on 30/9/04.
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	EOLP is conducting a feasibility study comparing the potential benefits of adopting RYOGENS, the national project, with the Harlow Partnership Approach, which uses the Enterprise Workflow National Project (addressing Anti Social Behaviour). Representation on the multi-agency steering group sought from districts and boroughs.
G2 Empowering and supporting local organisations, community groups and clubs to create and maintain their own information online, including the promotion of job vacancies and events	Amber	Website facilities are being offered to all parish councils ~ Discussions currently being held with around 10 parishes. It is expected that Newport & Little Canfield will go live in the near future. The Council has also funded a project to enable local groups to use the Saffire community portal for the purposes outlined in G2. A What's On system, providing details of local events has been built & is live. In order to meet this priority outcome, further work will be required to co-ordinate not-for-profit job vacancies within the district.
2. Democratic Renewal		
R5 Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily.	Green	Online committee management system in place since 2000. Contains all minutes and reports dating back to 1991.
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	All Members have been offered websites ~ Live sites so far created for Cllrs Godwin and Corke .
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	Project in progress - see report elsewhere on agenda. UDC due to participate in Colchester Borough Council E-Innovations project re the use of SMS texting for council services.

	Current Position	Commentary
G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).	Red	Webcasting has been used for an important public meeting. However, further work will be required in this area during 2005/06.
3. Local Environment		
R7 Online public reporting/applications, procurement and tracking of environmental services, includes waste management and street scene (e.g. abandoned cars, graffiti removal, bulky waste removal, recycling).	Amber	Online environmental services have been developed. However, the definition of this priority outcome now includes the requirement for electronic tracking of customer contacts and the e-procurement of all goods and services involved in the environmental services operation. These areas will be partially addressed through the CRM & e-Procurement projects. However, further work will be required to develop online progress tracking. Ocella will need to be engaged to further develop the Oracle Portal system.
R8 Online receipt and processing of planning and building control applications.	Amber	Online planning & building control application forms have been added to the Council website. The Council will shortly be able to accept electronic planning applications via the National Planning Portal. However, further work will be required to develop online progress tracking. Ocella will need to be engaged to further develop the Oracle Portal system.
G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.	Green	A range of GIS data sets, including several relating to Planning, are available via the Council website . Some further minor development may be possible.
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.	Red	To be investigated during 2004/05. Ocella will need to be engaged to further develop the Oracle Portal system.
4. e-Procurement		
R9 Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.	Amber	Two projects are in progress: <ul style="list-style-type: none"> Phase 2 of the FIS project includes extensive e-procurement functionality. The IDEa Marketplace system is due to go live during October 2004. The two systems will be integrated later this financial year.
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	Red	To be investigated during 2004/05 as part of the CRM project. The project will take account of the products arising from the Working with Business National Project. Development will take place during 2005/06.

	Current Position	Commentary
transactions).		
G9 Regional co-operation on e-procurement between local councils.	Green	The Council has joined the Essex Marketplace and Essex Procurement partnerships. Please note: the work currently taking place in respect of the Essex-wide LPSA target for the e-enablement of SMEs, will contribute towards two voluntary targets (E6 & E7) which are aimed at high-performing councils only.
5. Payments		
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).	Green	Full e-payments facilities are in place on the Council website . Additional software & services currently being purchased to provide more seamless integration between the e-payments system and the rest of the website.
R11 Delivery of 'added value' around online payment facilities, including ability to check Council Tax and Business Rate balances online or via touch tone telephone dialling.	Amber	Online payment facilities in place. Online access to account details installed in test. Due to go live shortly. Touch tone payment systems being explored by Essex Online Partnership.
G10 Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	Amber	Baseline information has been collected, targets to be set and monitoring to take place.
G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	Red	To be investigated during 2004/05 to go live during 2005/06.
6. Libraries, Sports & Leisure		
R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations.	Amber	Tenders obtained for an in-house booking system ~ see report elsewhere on the agenda. Discussions with leisure contractor, re outsourced services, need to take place during 2004/05.
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.	Red	This outcome requires, by 31 March 2006: <ul style="list-style-type: none"> • Integrated delivery to all access channels. • Implementation of integrated smartcard system. • Implementation of integrated back office. By 31 March 2006. The implications and meaning of this Outcome require further investigation & consideration.
7. Transport		
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	Available via Council website .

	Current Position	Commentary
R15 Online public e-consultation facilities for new proposals on traffic management (e.g. controlled parking zones (CPZs), traffic calming schemes), including publication of consultation survey results.	Amber	E-consultation facilities to be added to Council website during 2004/05 - see report elsewhere on agenda. Online GIS system can be used to help display proposals.
G13 E-forms for "parking contravention mitigation" (i.e. appeal against the issue of a penalty charge notice), including email notification of form receipt and appeal procedures.	Amber	E-forms package fully developed. Specific forms for parking to be developed as part of decriminalisation project currently taking place.
8. Benefits		
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.	Amber	Project in progress to develop a fully-functional CRM system, to enable enquiries to be resolved at the first point of contact. The CRM system will be integrated with the back office housing benefits system. Funding successfully obtained from DWP Performance Standards Fund to enable UDC to work with Bromsgrove Council on the development of housing benefits workflow processes.
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	Claim forms available online. Online entitlement checker to be installed during 2004/05.
G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens' homes.	Amber	Investigation of this Outcome will be required during 2004/05 for implementation during 2005/06. E-Innovations funding obtained to enable Citizens Advice Bureaux to more effectively handle housing benefit enquiries on behalf of their clients.
9. Support for Vulnerable People		
R18 Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.	Amber	Requires 'deep-links' to the ECC website.
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	Further clarification is currently being sought by the EOLP from the ODPM regarding the requirements of this outcome.
G16 Systems to support joined-up working on children at risk across multiple agencies.	Red	EOLP is currently investigating how to build on existing projects already in place ~ linking with Social Care, Health, Safer Harlow Community projects and other initiatives.
G17 Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers	Red	EOLP is conducting a feasibility study. All partners have signed up to the Protection of Vulnerable Adult Scheme. Linking to projects such as Single Assessment Process (SAP), Identification, Referral

	Current Position	Commentary
in the field.		and Tracking (IRT) and investigating the use of NOMAD, the national project.
10. Supporting new ways of working		
R20 Email and Internet access provided for all Members and staff that establish a need for it.	Green	In place. However, a written policy required for Members detailing the rights of the individual to email and Internet access in the work environment.
R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff.	Amber	Home working now 'live'. However, a documented home/remote working policy needs to be developed covering all key considerations, such as business case, security, health and safety, management etc. Special DWP funding has been secured to enable this project to be accelerated amongst Customer Services (housing benefits) staff.
R22 Access to home/remote working facilities to all council members and staff that satisfy the requirements set by the Council's published home/remote working policy.	Amber	All elected Members have home working facilities. Home / remote working now 'live' (subject to the policy considerations described above). Will be extended to a wider range of staff during the rest of 2004/05 and 2005/06.
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").	Red	EOLP partners are investigating how to make use of the ECC ECDL programme which draws LSC funding, making the certification process easily managed and cost effective
11. Accessibility of services		
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	All services will available out of standard working hours by 31 December 2005. As a minimum, this will be via the website.
R24 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.	Green	Implemented.
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	Project in progress to ensure the Council's ERDM policies, procedures & systems meet the requirements of FOI & DP legislation, by 1 January 2005.
G20 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI).	Amber	The Council is currently working towards conformity with level AA of the WAI standards. To meet this standard, the e-forms system will need to be upgraded to the latest version. However, a new server will need to be purchased for this purpose.
G21 Compliance with Government	Amber	The Council is now complaint with e-GMS. e-GIF

	Current Position	Commentary
Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS).		compliance being actively pursued.
12. High take up of web-based transactional services		
R25 Online publication of Internet service standards, including past performance and commitments on service availability.	Red	To be developed during 2004/05.
R26 Monitoring of performance of corporate website 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	Monitoring taking place.
G22 Establishment of internal targets and measures for customer take-up of e-enabled access channels.	Green	Targets in place and being monitored (developed for IEG3).
G23 Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk).	Amber	Guidelines have been adopted and changes to the website's design are being made. In addition, an IT disability access expert has been engaged to assist the Council to achieve high levels of usability.
13. Making it easy for citizens to do business with the council		
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.	Amber	A project is in progress to develop a fully-functional CRM system, to enable enquiries to be resolved at the first point of contact and help to ensure consistency of service across different access channels. Performance targets are being developed for 'first time fix' of enquiries at all access points.
R28 All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.	Amber	Implemented. However, not all service requests can currently be monitored online by the citizen.
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	Red	The need to comply with this outcome will be included in the Access to Services BV Review Service Improvement Plan. Further investigation will be required to determine a suitable solution.
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	The ICLipse workflow system has been installed (using DWP funding) and is currently being implemented within the Housing Benefits function. The use of this technology will be extended in 2005/06. Workflow will also be incorporated into the CRM system.

	Current Position	Commentary
<p>G25 Facilities to support the single notification of a change of address, i.e. a citizen should only have to tell the council they have moved on one occasion and the council should then be able to update all records relating to that person to include the new address.</p>	<p>Green</p>	<p>The Council, in partnership with Colchester and Braintree Councils, has joined the national iammoving.com service.</p>