

Baseline of priority service & national strategy transformation outcomes for local e-government in December 2005

Outcome & Transformation Area Description	Traffic Light Status at 31/03/04	Comment / Agreement
<p>Black = Not part of current local e-government strategy or not applicable</p> <p>Red = Preparation & planning – to include projects that are being planned or being piloted</p> <p>Amber = Implementation stage – roll out of approved projects</p> <p>Green = Fully implemented – projects completed & implemented</p>		<p>e.g. “black” status may only include elements that are not applicable to particular types of authority. Areas of “black” are not acceptable in other circumstances.</p> <p>e.g. “red” status should be applied to all elements on the proforma where work is at the research stage, being piloted before wider rollout across the authority/partnership, or planned but not yet approved for funding.</p> <p>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.</p> <p>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.</p>
e.g. for progress against a particular element you might enter:		
or:		
or:		
1. Schools (applicable to LEAs only)		
<p>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 entry¹</p>		<p>Direction pointer for the Citizen in Partnership with the Nottinghamshire e-Government Group using the Nottinghamshire Portal An ‘indexed’ search facility (refreshed daily) will refer the Citizen to ‘correct’ published information on Partner sites. Protocols being developed for ‘deep-linking’ – will require Partner co-operation.</p>

¹ Owing to the long lead-in time, school admissions systems will need to be in place by March 2006 at the latest.

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R2 Online access to information about educational support services that seek to raise the educational attainment of Looked After Children ² .		Direction pointer for the Citizen in Partnership with the Nottinghamshire e-Government Group using the Nottinghamshire Portal An 'indexed' search facility (refreshed daily) will refer the Citizen to 'correct' published information on Partner sites. Protocols being developed for 'deep-linking' – will require Partner co-operation.
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		Direction pointer for the Citizen in Partnership with the Nottinghamshire e-Government Group using the Nottinghamshire Portal An 'indexed' search facility (refreshed daily) will refer the Citizen to 'correct' published information on Partner sites. Protocols being developed for 'deep-linking' – will require Partner co-operation.
E1 If 'green' on R1, R2 & G1 above, please suggest 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.		
2. Community Information		
R3 One stop direct online access and deep linking to joined up AZ information on all local authority services via website or shared telephone contact centre using the recognised taxonomy of the Local Government Category List ³ (see www.laws-project.org.uk).		In Partnership with the Nottinghamshire e-Government Group using the Nottinghamshire Portal. The Partnership have adopted the Laws Metadata taxonomy (currently LGCL version 1.02) and are working to agreed conventions for the deployment of Metadata
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.		Part of the Gedling Crime and Disorder Reduction Partnership arrangements and in conjunction with the Countywide 'Jupiter' Project. Appropriate data cleansing (Data Protection) undertaken prior to general release of information.
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		Currently being investigated by a Council 'Scrutiny' working party. Also options in Partnership with the Nottinghamshire e-Government Group using the development opportunities presented by the Nottinghamshire Portal. Nottinghamshire County Council's Web Site contains a database (Pinpoint), which provides information about local Clubs and Organisations.
E2 If 'green' on R3, R4 & G2 above, please suggest agreed baseline and targets for		

² 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).

³ Authorities using alternative service taxonomies (e.g. seamlessUK) should plan for migration to the LGCL by December 2005.

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customer satisfaction and efficiency savings between the supplying organisations on shared community information initiatives in the comment column opposite. Otherwise, leave this row blank.		
3. Democratic Renewal		
R5 Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily.		The Council is implementing the AKS E-Genda Committee Administration System including the 'Citizen Access' module
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.		This is part of the Elected Member development Plan and will be achieved either using the facilities within the Committee Administration System or the provision of facilities within the Council's Web Content Management 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.		Using the Committee Administration System in conjunction with specialist SMS Service providers. Will be informed by the Councils Access Strategy Policy
G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).		For example, the Council's Improvement Plan will be available in 'audio' format and can be made available on the Web Site
E3 If 'green' on R5, R6, G3 & G4 above, please suggest agreed baseline and targets for e-participation activities, including targets for citizen satisfaction in the comment column opposite. Otherwise, leave this row blank.		
4. 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).		Using a combination of 'Citizen Access' facilities including eForms, and, where appropriate, back office system interaction, e-payment and authentication using the Government Gateway
R8 Online receipt and processing of planning and building control applications.		In conjunction with the Caps Uniform 7 Spatial System, and 'Citizen Access' facilities provided by the National Planning Portal
G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.		Building on the Council's Corporate approach to GIS using the ESRI ARC product set and the Local Land and Property Gazetteer together with the appropriate 'Citizen Access' facilities
G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes. (<i>where applicable</i>)		Direction pointer for the Citizen in Partnership with the Nottinghamshire e-Government Group using the Nottinghamshire Portal An 'indexed' search facility (refreshed daily) will refer the Citizen to 'correct' published information on Partner sites. Protocols

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		being developed for 'deep-linking' – will require Partner co-operation.
<p>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.</p>		Using the Caps Integrated Uniform 7 Spatial System, which operates from a central Local Land & Property Gazetteer and aids Service delivery for Planning, Building Control, Environmental, Estates Management, Private Sector Housing and Land Charge functions. Subject to any Legal barriers and making use of any relevant National Project outcomes
<p>E4 If 'green' on R7, R8, G5, G6 & G7 above, please suggest 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.</p>		
<p>5. e-Procurement</p>		
<p>R9 Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.</p>		The Council has plans to upgrade all the Corporate Legacy Systems. These include the 'Financial Management' products and replacement applications will include e-procurement solutions
<p>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).</p>		The Council has plans to upgrade all the Corporate Legacy Systems. These include the 'Financial Management', Revenues and Resource products. The replacement applications will provide a foundation for e-procurement, workflow and CRM integration opportunities. Using these facilities the Council will then be able to consider how to establish single business accounts for all dealings.
<p>G9 Regional co-operation on e-procurement between local councils.</p>		The Council is a member of the Nottinghamshire Procurement Forum, which is lead by Nottinghamshire County Council. The ability to deliver will depend on the Regional Centre of Excellence priorities and facilities.
<p>If 'green' on R9, G8 & G9 above, please agree to work towards providing:</p> <p>E5 Access to virtual e-procurement 'marketplace';</p> <p>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;</p> <p>E7 Agreed targets (please specify) for efficiency savings by December 2005, including the % of undisputed invoices paid in 30 days (BVPI 8);</p> <p>in the comment column opposite. Otherwise,</p>		

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leave this row blank.		
6. 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).		The Council already provides a number of electronic methods of payment including Internet, Direct Debits and Telephone and continually reviews how Systems can be expanded to cater for common payment methods. The outputs of the National e-Pay project are awaited with interest
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. <i>(where applicable)</i>		The Council has plans to upgrade all the Corporate Legacy Systems. These include the 'Revenues' products and replacement applications will include options for 'Citizen Access' solutions. Success will depend on Legal barriers and the facilities provided by the Government Gateway.
G10 Demonstration of efficiency savings and improved collection rates from implementation of e-payments.		The Council already benefits from the existing facilities in place and constantly monitors the return on the investments made
G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers. <i>(where applicable)</i>		The Council has plans to upgrade all the Corporate Legacy Systems. These include the 'Revenues' products and replacement applications will include 'e-billing' solutions
If 'green' on R10, R11 G10 & G11 above, please agree to work 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.		
7. Libraries, Sports & Leisure <i>(where applicable)</i>		
R12 Online renewal and reservations of library books and catalogue search facilities.		Direction pointer for the Citizen in Partnership with the Nottinghamshire e-Government Group using the Nottinghamshire Portal An 'indexed' search facility (refreshed daily) will refer the Citizen to 'correct' published information on Partner sites. Protocols being developed for 'deep-linking' – will require Partner co-operation.

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R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations.		The Council is upgrading the Corporate Leisure Management System. 'On-line' booking facilities are an integral part of the new product sets
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.		The Council has an established integrated IT infrastructure, which is constantly being expanded and adapted to meet the needs of the Organisation. Future developments including the upgrade of the Corporate 'Legacy' Systems and the Telecoms Switch will enable future integration and e-enablement of back office functions.
E11 If 'green' on R12, R13 & G12 above, please suggest 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.		
8. 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.		Direction pointer for the Citizen in Partnership with the Nottinghamshire e-Government Group using the Nottinghamshire Portal An 'indexed' search facility (refreshed daily) will refer the Citizen to 'correct' published information on Partner sites. Protocols being developed for 'deep-linking' – will require Partner co-operation. From 1 st April 2005 the Highways Agency becomes the responsibility of Nottinghamshire County Council.
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.		Direction pointer for the Citizen in Partnership with the Nottinghamshire e-Government Group using the Nottinghamshire Portal An 'indexed' search facility (refreshed daily) will refer the Citizen to 'correct' published information on Partner sites. Protocols being developed for 'deep-linking' – will require Partner co-operation. From 1 st April 2005 the Highways Agency becomes the responsibility of Nottinghamshire County Council. On-line consultation can be enabled for local traffic management issues in conjunction with the County Council.
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.		Using the Council's Corporate e-Forms solution

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<p>G14 GIS-based presentation of information on roadworks in the local area, including contact details and updated daily.</p>		<p>Direction pointer for the Citizen in Partnership with the Nottinghamshire e-Government Group using the Nottinghamshire Portal An 'indexed' search facility (refreshed daily) will refer the Citizen to 'correct' published information on Partner sites. Protocols being developed for 'deep-linking' – will require Partner co-operation. From 1st April 2005 the Highways Agency becomes the responsibility of Nottinghamshire County Council.</p>
<p>E12 If 'green' on R14, R15, G13 & G14 above, please suggest agreed baseline and targets for customer satisfaction and efficiency savings in the column opposite. Otherwise, leave this row blank.</p>		
<p>9. Benefits</p>		
<p>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.</p>		<p>Fully operational 'purpose-built' One-Stop-Shop facilities in place covering all Council Services including those provided by the County Council. Workflow, CRM and enhanced back-office connectivity solutions planned</p>
<p>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.</p>		<p>The National Benefits Project is expected to provide 'eligibility and entitlement calculators' Other options are to use facilities to those provided by our Partner Councils for example Mansfield District Council who operate a web-based third-party calculator. The Council plans to publish a 'downloadable' version of the Benefits Claim form</p>
<p>G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens' homes.</p>		<p>Achieved using Laptops, Mobile phone cards for remote connection to back office system and portable scanners.</p>
<p>If 'green' on R16, R17 & G15 above, please agree to work towards providing:</p> <p>E13 Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals.</p> <p>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.</p> <p>in the comment column opposite. Otherwise, leave this row blank.</p>		
<p>10. Support for Vulnerable People</p>		
<p>R18 Comprehensive and dedicated information</p>		<p>Direction pointer for the Citizen in</p>

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about access to local care services available over the web and telephone contact centres.		<p>Partnership with the Nottinghamshire e-Government Group using the Nottinghamshire Portal An 'indexed' search facility (refreshed daily) will refer the Citizen to 'correct' published information on Partner sites. Protocols being developed for 'deep-linking' – will require Partner co-operation.</p> <p>This is primarily the responsibility of Nottinghamshire County Council with whom the Council will work with to facilitate</p>
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.		<p>Joint electronic 'Supporting People' protocols in place</p> <p>Joint electronic protocols being developed for 'children as risk' using a system called 'Mapper'</p> <p>This is primarily the responsibility of Nottinghamshire County Council with whom the Council will work with to facilitate</p>
G16 Systems to support joined-up working on children at risk across multiple agencies.		<p>Joint electronic 'Supporting People' protocols in place</p> <p>Joint electronic protocols being developed for 'children as risk' using a system called 'Mapper'</p> <p>This is primarily the responsibility of Nottinghamshire County Council with whom the Council will work with to facilitate</p>
G17 Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.		<p>Joint electronic 'Supporting People' protocols in place</p> <p>Joint electronic protocols being developed for 'children as risk' using a system called 'Mapper'</p> <p>This is primarily the responsibility of Nottinghamshire County Council with whom the Council will work with to facilitate</p>
E15 If 'green' on R18, R19, G16 & G17 above, please suggest 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.		
11. Supporting new ways of working		
R20 Email and Internet access provided for all Members and staff that establish a need for it.		Corporate facilities in place and continually evolving to include as many Members and staff as possible
R21 ICT support and documented policy for		The Council has facilities in place to

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home/remote working (teleworking) for council members and staff.		support limited home/remote working using supplied equipment and VPN technology and plans to extend and formalise the policy to meet the requirements of the Organisation
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.		The Council has facilities in place to support limited home/remote working using supplied equipment and VPN technology and plans to extend and formalise the policy to meet the requirements of the Organisation
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").		The Council has a Corporate and Member Training Programme, which includes e-skills modules.
E16 If 'green' on R20, R21, R22 & G18 above, please suggest 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.		
12. 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).		The Council has a Corporate Web Site where details of all Services are available 24/7. Building on the foundation of the provision of information, the Council is now turning its attention to the requirements for interactive Services. The Council provides an out-of-hours emergency telephone service.
R24 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.		The Council has implemented the Obtree C4 Content Management System in Partnership with the Nottinghamshire e-Government Group. The solution has enabled the Council to devolve the responsibility to content creation and maintenance and uses the same product set for the Intranet
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).		One of the Councils major IEG themes is the introduction of Corporate ERDM System and is in the process of acquiring a suitable solution.
G20 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI).		The Council constantly monitors the requirements of the W3C accessibility initiatives and is level AA compliant in accordance with the automatic validation facilities available on-line. The Council regularly reviews the areas requiring manual validation makes every effort to ensure compliance.

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G21 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS).		The Council has an active, ongoing programme of system upgrades and have adopted, in Partnership with the Nottinghamshire e-Government Group, the Laws Metadata taxonomy (currently LGCL version 1.02) and are working to agreed conventions for the deployment of Metadata
E17 If 'green' on R23, R24, G19, G20 & G21 above, please suggest agreed baseline and targets for efficiency savings based around improved accessibility of services and information in the column opposite. Otherwise, leave this row blank.		
13. High take up of web-based transactional services		
R25 Online publication of Internet service standards, including past performance and commitments on service availability.		The Council is committed to achieving and will establish appropriate procedures
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.		The Council is implementing the "Advanced Web Statistics" package for the Corporate web sites.
G22 Establishment of internal targets and measures for customer take-up of e-enabled access channels.		The Council is committed to achieving and will establish appropriate procedures
G23 Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk).		The Council complies with the published guidelines for website usability and design
E18 If 'green' on R25, R26, G22 & G23 above, please suggest 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.		
14. 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.		Implementation is planned as part of the Councils One-Stop-Shop initiative
R28 All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.		The Council is investigating viable options in order to provide this service

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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		The Council is committed to achieving and will establish appropriate procedures
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.		The Councils plans to Implement CRM as part of the One-Stop-Shop initiative and Workflow as part of the Corporate ERDM system. The implantation will take into account the integration requirements.
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.		The Upgrade of the Legacy Systems combined with the introduction of Corporate ERDM and CRM will provide opportunities for the Council to put in place facilities of this nature
E19 If 'green' on R27, R28, R29, G24 & G25 above, please suggest 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 in the column opposite. Otherwise, leave this row blank.		