



IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2006 (IEG6)

"Meeting the targets for e-government"

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Local Context

Copeland's vision for e-government has not changed since our first IEG Statement, published in September 2001. The following two quotes from this document show our broad aims for e-government and the wider modernisation of which it is a part:

"A fundamental difference to public services

Copeland Borough Council intends to use Information and Communications Technology (ICT), working with our partners as part of a wider modernisation agenda, to make three fundamental differences to public services:

-Make government and public services more efficient (ie. lower cost for the same level of service).

-Allow people to be more involved in their government and the design of public services.

-Enable services to be provided in entirely new ways, free from traditional boundaries of different departments and organisations, at times and using methods that suite the customer.

The wider modernisation agenda

Clearly, e-government is not happening in isolation and is part of a much wider change in the way society use the internet. The rate of increase in the use of the internet in recent years for entertainment, news, shopping etc. has been remarkable. This experience is driving public expectation in term of better quality services.

E-government is also part of a wider modernising agenda being driven by Government and endorsed by Copeland Borough Council. There are clear links to the best value regime, community strategies and Local Strategic Partnerships and the modernisation of political processes."

We made good progress during 2002 and 2003, for example going live with a multi-channel contact centre (Copeland Direct), supported by a full CRM, in February 2003. Progress during much of 2004 was a little slower, largely because of the scale of change undertaken by the council during the year. This included Large Scale Voluntary Transfer of our housing stock, move to new PFI funded office accommodation and major organisational re-structuring.

2005 saw major developments of both our web site and contact centre, Copeland Direct. In September, the Council established a small Process Improvement Team to analyse current processes and recommend improvements. The output from its work programme of service reviews will contribute to delivering e-services and to seeking savings and efficiencies from the opportunity to examine functions in detail and identify streamlined procedures.

Future work in 2006 and beyond will focus particularly on organisational change to take more advantage of the opportunities afforded by the IEG infrastructure and promotion of new access channels to customers.

Copeland is a member of the Connected Cumbria Partnership which is one of the longest established sub-regional partnership and, in addition to all seven local authorities, includes Cumbria Fire Services, Cumbria Constabulary and Lake District National Park amongst others. The partnership is supported by a programme office employing a programme manager and programme assistant. Initiatives undertaken include joint procurement and development of the Cumbria Information Hub, which includes a joint A to Z, authentication and shared service delivery. The partnership also interacts with national projects including Government Connect and Local Directgov.

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. See <http://www.odpm.gov.uk/index.asp?id=1002882&PressNoticeID=1546> and <http://www.idea.gov.uk/knowledge>.

Outcome And Transformation Area Description	Status at 31/12/2005	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 16/05/2005	Green 16/05/2005
	Comment: Copeland will provide a deep link to the Cumbria County website. The project in Cumbria is on track for completion by the revised ODPM and DfES deadline of August 2006.	
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
	Comment: Copeland has a deep link to the Cumbria County Council website.	
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	Amber 16/05/2005	Green 31/03/2006
	Comment: Part of the e-admissions project in R1. Copeland will provide a deep link to the Cumbria County website.	
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:	
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 01/04/2003	Green 31/03/2006
	Comment: Provided through Copeland's own website and as a primary function of the Cumbria Information Hub, which provides search and tracking functions across all 7 Cumbrian council websites. This was developed by the Connected Cumbria Partnership.	
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.	Green 01/07/2005	Green 01/07/2005
	Comment: Delivered through a hosted, secure website.	
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 31/12/2005	Green 31/03/2006
	Comment: Provide ability for local groups to advertise events on Copeland's website as part of a West Cumbria tourism partnership activity. Support and host websites for community organisations, such as the South Whitehaven Partnership. Also working with Cumbria County Council and Cumbria Association of Local Councils, through the Connected Cumbria Partnership, to further develop community web facilities.	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
<p>If already 'green' on R3, R4 & G2 above please comment on</p> <p>E2 Agreed baseline and targets for customer satisfaction and efficiency savings between the supplying organisations on shared community information initiatives.</p> <p>Otherwise you may leave this row blank.</p>	Comment:	
R5 Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily.	Green 31/07/2005	Green 31/07/2005
	Comment:	
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 31/07/2005	Green 31/07/2005
	Comment:	
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 01/10/2004	Green 31/03/2006
	Comment:	
G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).	Amber 01/04/2005	Amber 01/04/2005
	Comment: As part of the Connected Cumbria Partnership we are developing common standards across the county and shared resources for producing high quality multimedia content. Also monitoring the development of digital TV in Cumbria. as the first area for switch-off of analogue, which will bring new opportunities for multi-media.	
<p>If already 'green' on R5, R6, G3 & G4 above please comment on</p> <p>E3 Agreed baseline and targets for e-participation activities, including targets for citizen satisfaction.</p> <p>Otherwise you may leave this row blank.</p>	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).	Amber 01/10/2004	Green 31/03/2006
	Comment: In addition to appropriate e-forms on the Copeland website, new environmental processes have been implemented on the CRM system, with full integration and workflow between front and back office.	
R8 Online receipt and processing of planning and building control applications.	Green 31/12/2005	Green 31/12/2005
	Comment: Delivered through the Planning Portal. In addition a new back-office system (Northgate M3) has been implemented.	
G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.	Amber 01/04/2005	Green 31/03/2006
	Comment:	
G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes.	Green 15/12/2005	Green 15/12/2005
	Comment: Cumbria County Council lead responsibility.	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
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 01/04/2004	Green 31/03/2006
	Comment: A new licencing system (LALPAC) has been implemented by all Cumbrian authorities as a Connected Cumbria project. This is being further developed to include secure web access for consultation and information exchange.	
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.	Green 31/12/2005	Green 31/12/2005
	Comment:	
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 31/03/2005	Amber 31/03/2005
	Comment: The corporate CRM manages contacts from businesses and, along with the Copeland Direct infrastructure, provides a one-stop shop for business. We are also monitoring future developments from the Working with Business National project / Government Connect.	
G9 Regional co-operation on e-procurement between local councils.	Green 01/04/2004	Green 01/04/2004
	Comment: We are members of a county wide procurement group extending the use of e-procurement with links to The North West e-Government Group.	
If already 'green' on R9, G8 & G9 above please comment on E5 Access to virtual e-procurement 'marketplace';	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:	
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:	
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 20/11/2005	Green 28/02/2006
	Comment:	
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 31/03/2005	Green 31/03/2006
	Comment: Initially via a manual process behind the web form. Automation will follow.	
G10 Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	Amber 31/03/2005	Amber 31/03/2005
	Comment:	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	Amber 01/10/2004	Amber 01/10/2004
	Comment:	
If already 'green' on R10, R11, G10 & G11 above please comment on	Comment:	
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).	Comment:	
E10 Agreed baseline and targets for reductions in unit costs of payment transactions. Otherwise you may leave these rows blank.	Comment:	
R12 Online renewal and reservations of library books and catalogue search facilities.	Green 10/10/2001	Green 10/10/2001
	Comment: Copeland has a deep link to the Cumbria County Council website.	
R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations.	Amber 01/04/2005	Green 31/03/2006
	Comment: Facilities are transferring to a Leisure Trust in April 2006. The Trust has existing, effective online booking arrangements.	
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.	Amber 22/11/2004	Amber 22/11/2004
	Comment: The Nowcard system has been implemented across Cumbria for concessionary travel and its development may allow its extension to other purposes.	
If already 'green' on R12, R13 & G12 above please comment on	Comment:	
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.		
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 01/08/2004	Green 01/08/2004
	Comment: Deep links are provided to local bus and train company information and to the journey planner within Direct Gov.	
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 01/09/2003	Green 01/09/2003
	Comment: Deep links are provided to the Cumbria County website.	
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 31/12/2005	Green 31/12/2005
	Comment:	
G14 GIS-based presentation of information on roadworks in the local area, including contact details and updated daily.	Green 31/12/2005	Green 31/12/2005
	Comment: Deep links are provided to the Cumbria County website.	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
<p>If already 'green' on R14, R15, G13 & G14 above please comment on</p> <p>E12 Agreed baseline and targets for customer satisfaction and efficiency savings.</p> <p>Otherwise you may leave this row blank.</p>	Comment:	
<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>	Green 31/03/2005	Green 31/03/2005
Comment: Provided through Copeland Direct.		
<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>	Green 31/12/2005	Green 31/12/2005
Comment:		
<p>G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens homes.</p>	Amber 01/11/2005	Amber 01/11/2005
Comment: Mobile technology supports both home and mobile working.		
<p>If already 'green' on R16, R17 & G15 above please comment on</p> <p>E13 Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals.</p>	Comment:	
<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-filing of relevant claim forms.</p> <p>Otherwise you may leave these rows blank.</p>	Comment:	
<p>R18 Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.</p>	Green 01/09/2003	Green 01/09/2003
Comment: Deep links are provided to the Cumbria County website and information is thereby available to Copeland Direct.		
<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>	Green 31/12/2005	Green 31/12/2005
Comment: Cumbria County responsibility.		
<p>G16 Systems to support joined-up working on children at risk across multiple agencies.</p>	Amber 01/11/2005	Amber 01/11/2005
Comment: Cumbria County Council responsibility.		
<p>G17 Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.</p>	Amber 11/05/2004	Amber 11/05/2004
Comment: Cumbria County Council responsibility.		
<p>If already 'green' on R18, R19, G16 & G17 above please comment on</p> <p>E15 Agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVPI 57).</p> <p>Otherwise you may leave this row blank.</p>	Comment:	

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
R20 Email and Internet access provided for all Members and staff that establish a need for it.	Green 01/04/2004	Green 01/04/2004
Comment:		
R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff.	Amber 01/04/2004	Green 31/03/2006
Comment:		
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 31/12/2005	Green 31/12/2005
Comment:		
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").	Amber 01/04/2004	Green 31/03/2006
Comment:		
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:	
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).	Green 31/07/2005	Green 31/07/2005
Comment: Via Copeland's own website, and via the Cumbria Information Hub.		
R24 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.	Green 01/01/2004	Green 01/01/2004
Comment:		
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 31/03/2005	Amber 31/03/2005
Comment: An Information Asset Register (product of the Knowledge Management National Project) is being implemented.		
G20 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI).	Amber 01/10/2004	Green 31/03/2006
Comment:		
G21 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk).	Amber 01/10/2004	Green 31/03/2006
Comment:		
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:	
R25 Online publication of Internet service standards, including past performance and commitments on service availability.	Amber 01/10/2004	Green 31/03/2006
Comment:		

Outcome And Transformation Area Description	Status at 31/12/2005	Status at 31/03/2006
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 31/12/2005	Green 31/12/2005
	Comment: No reliable data exists for 2003/04 due to changes that year in website hosting etc. arrangements.	
G22 Establishment of internal targets and measures for customer take-up of e-enabled access channels.	Amber 01/10/2004	Green 31/03/2006
	Comment:	
G23 Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk).	Amber 01/10/2004	Green 31/03/2006
	Comment:	
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.	Green 01/02/2003	Green 01/02/2003
	Comment: A multi-channel, corporate contact centre, Copeland Direct, was implemented in February 2003, supported by BT Contact Central CRM. The CRM has since undergone a significant up-grade in 2005/05.	
R28 All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.	Green 31/12/2005	Green 31/12/2005
	Comment: Managed through the CRM.	
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 31/12/2005	Green 31/12/2005
	Comment:	
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 01/01/2004	Green 31/03/2006
	Comment: The CRM system has been significantly up-graded in 2005/06 to add new processes and improve workflow and back-office integration.	
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.	Amber 01/10/2004	Green 31/03/2006
	Comment:	
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:	

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	Status at 31/12/2005	Status at 31/03/2006
<ul style="list-style-type: none"> 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 01/04/2002	Green 01/04/2002
	Comment:	
ii) e-government programme manager	Green 01/04/2003	Green 01/04/2003
	Comment:	
iii) customer services management	Green 01/02/2003	Green 01/02/2003
	Comment:	
<ul style="list-style-type: none"> 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 01/04/2004	Green 01/04/2004
	Comment: Integrated with corporate system of competency & training needs assessment. Also part of the Cumbria wide ACE project aimed at improving skills and skill transfer. Corporate Members of the Institute of Customer Services and use their Awards / skills assessment system.	
<ul style="list-style-type: none"> Establishment of an e-delivery programme board 	Green 01/07/2004	Green 01/07/2004
	Comment:	
<ul style="list-style-type: none"> Use of formalised programme & project management methodologies (e.g. PRINCE2, MSP) to support e-delivery programme 	Green 02/04/2003	Green 02/04/2003
	Comment: The IEG programme was managed using PRINCE2.	
<ul style="list-style-type: none"> Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures 	Green 01/07/2004	Green 01/07/2004
	Comment: The corporate risk strategy, including e-government issues, was implemented in 2004 and is currently being reviewed.	
<ul style="list-style-type: none"> Use of customer consultation/research to inform development of corporate e-government strategy 	Green 01/07/2004	Green 01/07/2004
	Comment: This is clearly on-going and the latest formal research was completed in June 2005. Also make use of customer information collected by our contact centre to identify patterns of customer requests, complaints, comments etc.	
<ul style="list-style-type: none"> Establishment of policy for addressing social inclusion within corporate e-government strategy 	Green 31/12/2005	Green 31/12/2005
	Comment: Social inclusion is a key thread in Copeland's new Corporate Plan, which incorporates e-government issues.	






Change Management Area	Status at 31/12/2005	Status at 31/03/2006
<ul style="list-style-type: none"> • 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.socialinclusion.gov.uk/page.asp?id=583) 	Green 31/12/2005	Green 31/12/2005
	Comment: Part of social inclusion above.	
<ul style="list-style-type: none"> • 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 	Amber 01/10/2004	Amber 01/10/2004
	Comment: Responsibilities are planned to be reviewed as part of an EDM project.	
<ul style="list-style-type: none"> • 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 	Amber 01/10/2004	Amber 01/10/2004
	Comment: Information sharing issues included in EDM project above.	
<ul style="list-style-type: none"> • Establishment of partnerships for the joint (aggregated) procurement of broadband services 	Green 01/04/2004	Green 01/04/2004
	Comment: Delivered through Project Access, this is a Cumbria wide broadband initiative funded through NWDA.	
<ul style="list-style-type: none"> • 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) 	Amber 01/10/2004	Amber 01/10/2004
	Comment:	
<ul style="list-style-type: none"> • Compliance with BS 7799 on information security management 	Green 31/12/2005	Green 31/12/2005
	Comment: The Council's Security Policy was last up-dated in late 2005.	
<ul style="list-style-type: none"> • Implementation of Benefits Realisation Plan for delivery of local e-government programme strategic objectives 	Amber 01/02/2004	Amber 01/02/2004
	Comment: Being reviewed as the IEG programme itself comes to an end.	
<ul style="list-style-type: none"> • Completion of mapping of Local Government Services List transactions against approved security levels (0-3) (see http://www.esd.org.uk/standards/lgs/lgs.doc & http://www.authentication.org.uk/levels.asp & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc) 	Amber 01/04/2005	Green 31/03/2006
	Comment: Undertaken by the Connected Cumbria Partnership.	
<ul style="list-style-type: none"> • 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) 	Amber 01/04/2005	Green 31/03/2006
	Comment: Copeland is committed to Government Connect and the Excelsior service orientated framework. As part of the Connected Cumbria Partnership we have been working on these areas for some time. All partners already have LGOL-net nodes in use and so GC Exchange is already live. Personalisation and registration for levels 0 and 1 are already available through the Hub, with levels 2 and 3 to be delivered in April 2006. We are therefore building multi-agency hub-based working and we expect this to form the basis for our inter-operations with agencies outside Cumbria in the future.	

Change Management Area	Status at 31/12/2005	Status at 31/03/2006
<ul style="list-style-type: none"> 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/) 	Amber 01/10/2004	Amber 01/10/2004
Comment:		
<ul style="list-style-type: none"> Use of Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) to support: <ul style="list-style-type: none"> i) personalisation & registration for services categorised at security levels '0' and '1' through the citizen account 	Amber 31/12/2005	Green 31/03/2006
Comment: See above.		
<ul style="list-style-type: none"> ii) adoption of Unique IDentifiers (UIDs) and associated standards, as designated in Government Connect 	Amber 31/12/2005	Amber 31/12/2005
Comment: See above.		
<ul style="list-style-type: none"> iii) the bereavement journey & closing of accounts (see http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp) 	Amber 31/12/2005	Amber 31/12/2005
Comment:		
<ul style="list-style-type: none"> iv) citizen & business authentication for services for services categorised at security levels 0-3 	Amber 31/12/2005	Green 31/03/2006
Comment: See above.		
<ul style="list-style-type: none"> v) registration & authentication of employees for internal and cross-agency services 	Amber 31/12/2005	Amber 31/12/2005
Comment: See above.		
<ul style="list-style-type: none"> vi) corporate approach to collection of e-payments 	Red 01/01/2006	Amber 31/03/2006
Comment: No current plans to use Government Connect in relation to e-payments.		
<ul style="list-style-type: none"> vii) cross agency secure transactions (Government to Government) 	Amber 31/12/2005	Amber 31/12/2005
Comment: See above.		
<ul style="list-style-type: none"> viii) account structures for citizens, businesses, property, voluntary & community bodies, schools and parishes 	Amber 31/12/2005	Amber 31/12/2005
Comment:		
<ul style="list-style-type: none"> ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local Area Agreements (where in place) 	Amber 31/12/2005	Amber 31/12/2005
Comment:		
<ul style="list-style-type: none"> x) GC Register (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en) 	Amber 31/12/2005	Amber 31/12/2005
Comment:		
<ul style="list-style-type: none"> xi) GC Exchange (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en) 	Amber 31/12/2005	Green 31/03/2006
Comment:		
<ul style="list-style-type: none"> Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) back office connection in place (Department Interface Server) 	Red 01/01/2006	Green 31/03/2006
Comment: Provided through the Cumbria Information Hub.		

Change Management Area	Status at 31/12/2005	Status at 31/03/2006
<ul style="list-style-type: none"> • 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.localgov.gov.uk/localdirectgov/ieg5) 	Amber 30/11/2005	Green 17/03/2006
Comment: Phase 2 provided through the Cumbria Information Hub which feeds directly into the ESD Toolkit and Local Direct Gov through an automated XML webservice.		
<ul style="list-style-type: none"> • Reciprocal connection to Directgov (see http://www.direct.gov.uk) from corporate website and partnership portal(s) 	Green 01/12/2004	Green 01/12/2004
Comment:		
<ul style="list-style-type: none"> • Introduction of Digital Interactive TV services (see http://www.digitv.org.uk) 	Red 31/12/2006	Red 31/12/2006
Comment: No current plans for iDTV because infrastructure no yet available in Cumbria.		
<ul style="list-style-type: none"> • Establishment of dedicated telephone contact centre(s) services 	Green 01/03/2003	Green 01/03/2003
Comment: Copeland Direct was launched in March 2003.		
<ul style="list-style-type: none"> • 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
Comment:		
<ul style="list-style-type: none"> • Regularly-maintained link from Local Land & Property Gazetteer (LLPG) to National Land & Property Gazetteer (NLPG) (see http://www.nlpg.org.uk) 	Green 03/10/2003	Green 03/10/2003
Comment:		
<ul style="list-style-type: none"> • Local Land & Property Gazetteer (LLPG) linked to Customer Relationship Management (CRM) systems 	Amber 01/09/2005	Amber 01/09/2005
Comment:		
<ul style="list-style-type: none"> • Connection to National Land Information Service (NLIS) at Level 3 (see http://www.nlis.org.uk) 	Amber 01/06/2004	Amber 01/06/2004
Comment: The Council is currently at NLIS level 2.		
<ul style="list-style-type: none"> • 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) 	Red 01/01/2006	Amber 31/03/2006
Comment: County Council is lead agency for this.		

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 IEG5 % e-enabled position at 31 December 2005	Actual				
		01/02 	02/03 	03/04 	04/05 	05/06 
Providing information: ● Total types of interaction e-enabled ● % e-enabled	99 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 297 ● 100.00 %
Collecting revenue: ● Total types of interaction e-enabled ● % e-enabled	96 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 4 ● 100.00 %
Providing benefits & grants: ● Total types of interaction e-enabled ● % e-enabled	92 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 15 ● 100.00 %
Consultation: ● Total types of interaction e-enabled ● % e-enabled	98 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 71 ● 100.00 %
Regulation (such as issuing licenses): ● Total types of interaction e-enabled ● % e-enabled	90 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 51 ● 86.44 %
Applications for services: ● Total types of interaction e-enabled ● % e-enabled	96 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 265 ● 100.00 %
Booking venues, resources & courses: ● Total types of interaction e-enabled ● % e-enabled	88 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 6 ● 100.00 %
Paying for goods & services: ● Total types of interaction e-enabled ● % e-enabled	91 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 73 ● 100.00 %
Providing access to community, professional or business networks: ● Total types of interaction e-enabled ● % e-enabled	98 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 12 ● 100.00 %
Procurement: ● Total types of interaction e-enabled ● % e-enabled	86 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 1 ● 100.00 %
Total: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 795 ● 99.00 %

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.

E-enablement & Main E-Access Channel Take-Up	Actual			Forecast	
	03/04	04/05	05/06	06/07	07/08
Local Service Websites					
• Page impressions (annual)	0	0	660,000	720,000	790,000
• Unique users, i.e. separate individuals visiting website (annual)	0	0	80,000	88,000	96,000
• Number of e-enabled payment transactions accepted via website	0	0	0	29,000	35,000
• Number of change of address notifications accepted via website	0	0	0	1,200	1,300
• Number of planning applications accepted via website (including through the Planning Portal)	0	0	20	100	200
	Comment: Reliable figures for 03/04 and 04/05 do not exist.				
Telephone <i>(i.e. telephone interactions where officers can access electronic information and/or update records on-line there and then, including interactions in contact centres)</i>					
• Number of e-enabled payment transactions accepted by telephone	0	2,750	2,750	5,000	6,000
• Number of change of address notifications accepted via telephone	0	3,476	4,090	6,000	6,000
	Comment: Reliable figures for 03/04 do not exist.				
Face To Face <i>(i.e. front-line operations where officers can access electronic information and/or update records on-line there and then, including interactions at reception desks, One Stop Shops & home visits)</i>					
• Number of e-enabled payment transactions accepted via personal contact	0	8,000	8,000	10,000	10,000
• Number of change of address notifications accepted via personal contact	0	170	150	100	100
	Comment: Reliable figures for 03/04 do not exist.				
Other Electronic Media <i>(e.g. BACS, text messaging)</i>					
• Number of e-enabled payment transactions accepted via BACS	130,000	130,000	215,000	200,000	180,000

E-enablement & Main E-Access Channel Take-Up	Actual			Forecast	
	03/04	04/05	05/06	06/07	07/08
• Number of e-enabled payment transactions accepted via text message or other electronic form	0	0	0	1,000	1,500
• Number of change of address notifications accepted via other electronic media	0	0	0	100	100
	Comment:				
Non Electronic (e.g. cash office, post)					
• Number of payments accepted by cheque or other non-electronic form	10,000	184,000	184,000	150,000	120,000
• Number of change of address notifications accepted via non-electronic form	0	5,000	4,600	3,000	3,000
	Comment: Total number of payments over all channels will reduce significantly for 07/08 when the Council stops collecting housing rents.				

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	243,750	0	0	0	0
	Comment:				
• 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	416,000	95,000	200,000	70,000	10,000
	Comment:				
• other resources (e.g. training) (please specify)	0	0	0	0	0
	Comment:				
• 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	0	78,750	0	0	0
	Comment: This is the Councils nominal pro rata share of the Cumbria Information Hub ISB4 funding.				
TOTAL	1,059,750	523,750	350,000	70,000	10,000

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	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	1,000	1,000	2,000	2,000	5,000	5,000
	Comment: Gradual uptake of e-recruitment is leading to a reduction in handling time and print costs.							
• e-payments	0	0	0	0	7,500	7,500	15,000	15,000
	Comment: E-Payments system goes live March 2006, with efficiency coming from staff costs							
• corporate services efficiencies not covered above	0	0	205,000	200,000	245,000	240,000	245,000	240,000
	Comment: The efficiencies are derived from 2 outsourcing exercises and a corporate restructure in 2005/6 which will enable change of working practice and sustainable process improvements							
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	5,000	0	10,000	0	10,000	0
	Comment: Combination of electronic means to obtain quotations, make service requests and purchase goods							
Productive time, of which:								
• Service specific	0	0	3,000	3,000	93,000	3,000	98,000	8,000
	Comment: Combination of externalisations, improved service quality and transfer of back office work to front office							

	Backward Look (£)				Forward Look (£)			
	04/05		05/06		06/07		07/08	
Efficiency Gains	Annual gain	...of which cashable	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	5,000	0	35,000	0	60,000	0
	Comment: Remote working and absence management projects underway.							
Transactions	0	0	0	0	0	0	10,000	10,000
	Comment: introductions of new systems in Planning, building control and land charges to support improvements in processes							
Miscellaneous efficiencies not covered above	47,000	47,000	151,000	151,000	97,000	97,000	13,000	13,000
	Comment: Combination of miscellaneous efficiencies and interest on capital receipts							
TOTAL EFFICIENCY GAINS - GROSS	47,000	47,000	370,000	355,000	489,500	349,500	456,000	291,000
LESS e-government implementation expenditure	523,750		350,000		70,000		10,000	
	Comment: We are currently reviewing our savings targets from e-government and are not yet able to give figures in which we can be confident. The boxes can't be left blank so we have entered "0" in many of them pending agreement of realistic targets.							
TOTAL EFFICIENCY GAINS - NET	-,476,750		20,000		419,500		446,000	