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Isle of Wight Council

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IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2003 (IEG3)

IMPLEMENTING ELECTRONIC GOVERNMENT RETURNS 2003 (IEG3)

Introduction

This IEG3 return is an essential part of the national monitoring process for assessing electronic local service delivery capability against the 2005 target and supports the aims of the National Strategy for local e-government (www.localegov.gov.uk). It is also an important feedback mechanism for assessing progress and the use of IEG funding in individual local authorities.

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

- introducing comprehensive performance assessments and action plans, and securing a progressive improvement in authorities' scores;
- overall annual improvements in cost effectiveness of 2% or more; and
- assisting local government to achieve 100% capability in electronic delivery of priority services by 2005, in ways that customers will use.

The above performance targets also form part of the Public Service Agreement for Local Government and the ODPM is working in partnership with local authorities and their representative national organisations to help achieve the specified objectives.

This document demonstrates the Council's commitment to serving the residents of this Island. It

- summarises progress on the e-government journey over the last three years
- weaves together the hierarchy of plans and strategies to provide a coherent vision of 21st Century service excellence
- describes the importance of the work that has been carried out to date, and that which is planned, to the Isle of Wight's journey
- show the members' and directors' commitment to a pragmatic and effective use of the e-government agenda to improve Isle of Wight services

Many documents have been consulted in completing this document, including the ODPM's National Strategy for Local e-Government published in November 2002 (www.localegov.gov.uk/nationalstrategy).

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PROFORMA CONTENT

1. Priority Services

The Leadership of the Isle of Wight Council has set the target of transforming itself into an *Excellent* Council. The Corporate Plan *Achieving Excellence through Teamwork* spells out our vision – the title sets the framework of partnership with our stakeholders, other agencies, and our most valuable asset – our staff. Our plan set out our commitment to strategically driven excellence in service delivery, underpinned by effective performance and project management, overseen by a high level Programme Board made up of Directors, Members and Heads of Service, but will of course be dependent of adequate government funding over the next two years.

- In consultation with local people we have identified improvements that will enable us to deliver high quality public services. We are committed to using modern technology, particularly in health and social services to improve communications and access to services.
- With our partners, we will enhance educational opportunities for all through the development of Information and Communications Technology (ICT) in schools, libraries and community settings to allow internet access to information, goods and services, of which the Council's information and services offering will be a significant part,
- A Communications and Community Involvement Strategy will actively promote e:governance to improve service delivery. In a community where almost 30% do not have access to a car it is essential that a third of our community are not excluded from the Island's services and facilities.
- New models of service delivery are continually being developed, particularly through partnership with other agencies. Business process mapping and re-engineering is being undertaken across the Council.

Since IEG2, which itself built upon IEG1, a clear vision has emerged, and process, structure and investment crafted to support it. This vision, fully endorsed by full Council, is *Great Access to Great Services*, and will result in 80% of enquiries being dealt with at the first point of contact, with consistent delivery of service, more choice of ways of contact, and all points delivering all services, with customer information being captured once and being made available across the organisation and to appropriate partners.

- The Council's web site is recognised by SOCitm as being amongst the top 20 in the country. It hosts a range of community sites, and is already taking on-line payments – a feature which will be incorporated into a Wight Shopping basket of goods and services which can be paid for online
- A Strategic Projects Team, under the direct control of the Head of Organisational Development, is mapping organisational business processes and structures, and reviewing them with key stakeholders to drive out inefficiencies and customer unfriendliness before e-enabling them. The Council is a corporate subscriber to the IdeA (Improvement and Development Agency) ESD (Electronic Service Delivery) Toolkit.
- A corporate customer contact management (CCM) system is on test with County Hall Customer Services for bedding down before implementing across all of the Council's service points by the end of this financial year. Taking due cognisance of

the public's wish for data privacy, this will be a key tool in joining up service delivery and cutting out the time wasting duplication of data collection.

- Projects are in place for corporate Electronic Document Management (EDM) and e-procurement projects.
- Final Budget approval is awaited for a Land and Property Gazetteer which will be the authorative property reference across the authority, thus cutting down on the wasteful duplication of data collection and maintenance, and providing a single household reference for service delivery.
- Plans are in place, pending budget approval, for a corporate telephone call centre, where multi-skilled staff will be able to respond 80% of the public's service requests, the other 20% being passed onto the relevant professionals.
- The Council is a strong member in the Hampshire and Isle of Wight e-government board, playing an active rôle in the Strategic IEG Partnership. Over the last two years considerable progress has been made in the areas of communications (HANTSNet), work flow (E-Forms and Catalogue of Services) and the NLPG (HIOWLA NLPG).
- Noted in the Audit Commission's Corporate Performance Assessment (CPA) is the use of the Project Management methodology PRINCE2 in e-government projects. The Council is successfully investing in training at Foundation and Practioner level held on the Island, and the opportunity to access these courses has been taken up by neighbouring authorities. Future training plans include Programme Management.
- Supporting this reliance on Information and Communications Technology (ICT) is an assessment of Information Security Management (ISM), part of the Council's emerging Information Management strategy. A Director and Members' Strategic Risk Group recently authorised an assessment by the NCC against the International ISM standard ISO 17799. The outcomes of that assessment are feeding through into budget plans for Council wide Information Management, Business Continuity, and Disaster recovery. Again the Island is working with members of the Hampshire and Isle of Wight e-government board.
- The Head of Organisational Development is working with the South East Development Agency (SEEDA) on the developing strategy to bring faster internet access (broadband) for households and businesses on the Island.

Key Priority Areas

■ Raising standards across our schools

All Council schools have internet access, including e-mail provision, for pupils and administration; high schools, middle schools and some primary schools have broadband – by 2006 all schools with have 2Mb broadband access. The education site *EduWight* provides a rich information content to support schools in curriculum delivery and administration for pupils, parents and governors. It also provides a secure area for threaded discussion and curriculum development. Some schools are acting as local ICT community centres, offering ICT literacy classes. As more of the Council's services are delivered over the internet then these centres will also be able to become local information and service points for some communities. The Council's strategic objective of raising educational standards and promoting life-long learning aligns with the Key Priority area, as do the other strategic objectives spelt out in the Isle of Wight Corporate Plan.

- **Improving the quality of life of children, young people, families at risk and older people**

Another of the Council's key objectives is to *Improve health, housing, and the quality of life for all*. Underpinning successful intervention and outcomes will be professional information management. The Council has budgeted for the replacement of its existing Social Services Care package, and this is being project managed with roll-out planned for the first quarter of the next financial year. The procurement was a joint Hampshire and Isle of Wight exercise, and good communications with other local authorities such as Hampshire and Portsmouth ensure sharing of knowledge and best practice. This is a multi-agency procurement with Health colleagues, and will eventually lead to a system which will bring together coordinated Social and Health Care and Support, and buttress a key objective of improving communication and access to services. Allied to this the Leisure Services Card membership has the capability of allowing discrete targeted preferential rates to families. The current in-house Social Services system is currently available in 2 GP surgeries, with plans to roll out the system to another 15, and is used by Social Services and Mental Health professionals across the Island, using Council and NHSNet links. Social Services have made available internet-connected personal computers to looked-after children in a joint initiative with Education.

- **Promoting healthier communities by targeting key local services, such as health and housing**

The Healthcare Trust is a key partner. Together with partners such as the Housing Corporation and the Island Combined Housing Partnership, a Joint Housing Register is used to speed the sharing of information to provide choice-based lettings to those with specific housing needs, and housing applications will be processed on-line next financial year. Appropriate data sharing with Public Protection ensures that tenanted properties are fully assessed. This also aligns with the Council's key objective to *Improve health, housing, and the quality of life for all*

- **Creating safer and stronger communities**

The Council provides a modern ICT infrastructure to its Crime and Disorder Unit, facilitating electronic communication and information sharing with the Island Crime and Disorder Partnership. *Safe and crime-free communities* are a key corporate objective, and an ongoing ICT modernisation programme ensures effective support for the Fire and Rescue Service, and Public Protection. Trading Standards and Environmental Health protect the health, safety and economic wellbeing of consumers. The Coastal Management service has an international reputation, which relies upon using ICT for participating in national and European projects such as *Eurosion*. Full use is made of the Council's data communications networks to augment the use of Closed Circuit Television on the Island, with a central control room with good links to local police.

- **Transforming our local environment**

The Council is keen to preserve the natural beauty of the Island, with its many areas of Outstanding Natural Beauty (AONB), and *Protecting the Island's physical environment* is a key corporate objective, but it also seeks to promote appropriate industry and commerce. Key to that has been the production, after much community consultation, of

the Unitary Development Plan. Much use is made of GIS, and the Council is on target with delivery of its Local Land and Property Gazetteer to the National Programme. A pioneer in the use of computerised Land Charges systems, all paper registers have now been digitised, and the Council is working to achieve level three of the National Land Information Service (NLIS).

■ Meeting transport needs more effectively

Improving public transport and the highway's infrastructure is another key corporate objective. The Council's website has available the latest highways news. Planned personalisation will allow the latest transportation information to be sent by email and Short Message Service (SMS) to interested individuals and businesses. To reduce the reliance on the use of motorcars the web site is used to publicise and increase awareness of campaigns that will promote the use of cycling and public transport on the Island, and there are links to major Island public transport providers sites. Currently the front web page has links to a Car Sharing Initiative and a Cycling Festival. The recent Public Service Agreement the Council has made includes the target of increasing cycle trips.

■ Promoting the economic vitality of localities

A key component of the Island's economy is Tourism, and a new Destination Management System (DMS) is being implemented, which will support the Councils objective of working in Partnership with the Tourism industry to establish the Island as one of the leading tourist and leisure destinations. Tourist Information Centres will be linked to a central Tourism call centre, which will eventually allow on-line bookings. ICT also underpins the management of the Council's leisure department, *Wight Leisure*, which has recently implemented a networked leisure management system across all its leisure sites, with customers issued with magnetic cards, to improve the delivery and management of Island leisure services. To support the key corporate objective of *Encouraging job creation and economic prosperity*, Council staff work closely with the Isle of Wight Economic Partnership on such specific issues as the Broadband Initiative.

2. Self-Assessment of Local e-Organisation
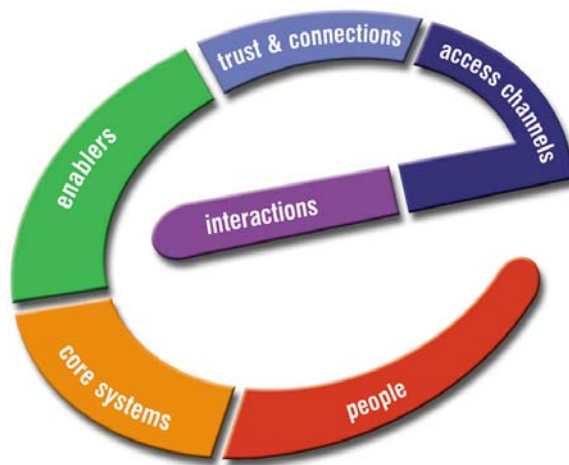
The National Strategy – Model of the local e-organisation

Traffic Light Status: availability against 31 December 2005 target date for local e-government	Status at 31/03/02	Status at 31/03/03	Anticipated Status at 31/03/04	Anticipated Status at 31/03/05	Anticipated Status at 31/03/06	
Local e-organisation:	**2001/02**	**2002/03**	**2003/04**	**2004/05**	**2005/06**	**Comment**
Black = Not part of current local e-government strategy or not applicable						**e.g. "black" status may include elements on the proforma that are not planned, or awaiting the outcome of ODPM National Project work or partnership activity, or areas on the proforma that are not applicable to particular types of authority. Limited areas of "black" are perfectly acceptable on this proforma as a reflection of local circumstances and prioritisation of e-government work and investment.**
Red = Preparation & planning – to include projects that are being planned or being piloted						**e.g. "red" status should be applied to all elements on the proforma where work is at the research stage, being piloted before wider rollout across the authority/partnership, or planned but not yet approved for funding.**
Amber = Implementation stage – roll out of approved projects						**e.g. "amber" status should be applied to all elements on the proforma where work has been approved for funding and is actively being implemented.**
Green = Fully implemented – projects completed & implemented						**e.g. "green" status should be applied to all elements on the proforma where projects have been actioned and implemented or particular standards achieved with plans for extended rollout on an enterprise-wide basis, i.e. across the authority/partnership.**
e.g. for progress against a particular element you might enter:	**Red**	**Red**	**Amber**	**Amber**	**Green**	

Traffic Light Status: availability against 31 December 2005 target date for local e-government	Status at 31/03/02	Status at 31/03/03	Anticipated Status at 31/03/04	Anticipated Status at 31/03/05	Anticipated Status at 31/03/06	
Interactions **Note:** The Best Value Performance Indicator (BVPI) 157 provides a measure of the number of types of interactions (or contact) between the citizen and the council that are enabled for electronic delivery as a percentage of those that are available.						The Council will take a view of cost-effective electronic delivery of services.
• Progress towards 2005 target for the 100% e-enablement of local services	**Red**	**Red**	**Amber**	**Amber**	**Green**	This will take into account the volumes of service transactions, and the demand for and cost of providing that service electronically.

Access Channels **Note:** Access channels are the various routes through which people might contact, or be contacted by, local service providers to undertake electronically enabled interactions.						
• Publication of approved strategy for development of access channels	**Red**	**Amber**	**Green**	**Green**	**Green**	The Council's vision - *Great Access to Great Services* - endorsed by Members, Directors and staff, encompasses all the strands of the e-government agenda, and sets out the access channel strategy. Professionally qualified project managers use the PRINCE2 project management methodology, and a Programme Board provides high-level direction and control.

• Local service websites (tailored to achievement of transactional status[1] for corporate ".gov.uk" website)	Red	Amber	Green	Green	Green	Rated as one of the top 20 council sites by SOCitm, a strategically prioritised rolling programme will ensure all appropriate services will be transactionally enabled.
• Specialist portals for local authority services in two-tier areas	Black	Black	Black	Black	Black	N/a
• Contact centres (e-enabled & dealing with at least 80% of incoming telephone calls to the local authority)	Red	Amber	Amber	Green	Green	A number of pilot centres, some run from community centres, have demonstrated the success. A limited out of hours service is run by Social Services and Public Protection. Some libraries are open 7 days a week, and more than 30% outside 9-5. A Corporate call centres is planned to come onstream by January 2004.
• Establishment of fully e-enabled one stop shops for face-to-face customer contact	Red	Amber	Amber	Green	Green	Delivered under the *Great Access to Great Services* programme, it will build on the transactional local service web sites, and use appropriate premises that are already trusted by the community,
• Use of mobile technology for home visits / supported access services	Black	Black	Amber	Green	Green	Council services are accessed over the internet via a secure service or firewall. Mobile devices communicating over a mobile telephone or conventional landline will be supported. The council is a partner with Southampton on the use of smart cards. The council is keeping a watching eye on national projects, and will be implementing these products as they become available.
• Establishment of Interactive Digital TV service	Black	Black	Red	Red	Amber	Access to digital TV is limited on the Island. Contact has been made with the local cable and TV providers and a digital TV provider, but given the current climate plans are on hold. A watching brief is kept on the national project, and the council will align its strategy accordingly. The council's website can be accessed on a digital TV but it is not a recommended user experience.

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[1] www.socitm.gov.uk, as defined in SOCITM (2003) *Better Connected 2003: a snapshot of all local authority websites*, Society of Information Technology Management, Northampton, p23.

• E-democracy – participation in the electoral modernisation pilots for electronic voting or electronic counting	**Black**	**Black**	**Red**	**Red**	**Red**	Consultation is currently underway to select an all-postal and / or electronic pilot for the 2004 European elections. The Council would welcome the opportunity to discuss this. Use of a locally-developed electronic voting system is used for elections to the Isle of Wight Youth Council and to elect the Island Youth MP. The council is keeping a watching eye on national projects, and will be implementing these products as they become available.
• E-mail & Internet access provided for all Members	**Amber**	**Green**	**Green**	**Green**	**Green**	All members have laptops with wireless links to the council's secure wireless gateway. Access from other locations is via telephony and a secure remote access server (RAS) with dynamic password protection and encryption.
• Engagement with intermediaries re delivery of e-government services (e.g. Citizens Advice Bureaux)	**Black**	**Black**	**Red**	**Amber**	**Green**	Council staff already deliver services from other locations such as Community Centres and Housing Information Offices and aspires to develop other relationships, and will consider the implications of non-council staff accessing e-government services on behalf of their clients. The council is keeping a watching eye on national projects, and will be implementing these products as they become available. A high-level team is assessing the benefits to the Island of developing a strategic partnership to take forward service delivery from call centres and one stop shops, and the implementation of electronic document and process flow management. The outcome of the HIOWLA / New Forest Local Access Partnership will be built upon.
Trust & connections **Note:** For the public sector to share information easily and securely, it is essential to operate within a framework of technical and legislative standards.						
• Use of Government Gateway (e.g. for secure authenticated transactions) (see http://www.govtalk.gov.uk/gateway_partn	**Red**	**Red**	**Red**	**Red**	**Red**	The council is keeping a watching eye on national projects, and will be implementing these products as they become available, and subject to an acceptable charging model.

erlink)

• Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk)	**Red**	**Amber**	**Amber**	**Green**	**Green**	The council's web site is being designed to comply with e-GIF and e-GMS. Independent validation services are being investigated.
• Adoption of Guidelines for UK Government Websites (see www.e-envoy.gov.uk/oee/oee.nsf/sections/webguidelines-handbook-top/$file/handbookindex.htm)	**Red**	**Red**	**Red**	**Amber**	**Green**	The Council will ensure that these guidelines are part of its design standard.
• Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see http://www.w3.org/WAI)	**Red**	**Amber**	**Amber**	**Green**	**Green**	The Council is committed to social inclusion to the recognised 3C standards. Adhering to these standards will make our site accessible across browsers which adhere to the same standards. The goal is level AAA complicance.
• 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)	*Amber*	**Green**	**Green**	**Green**	**Green**	The Council has developed its Freedom of Information Policy which is available on the web site. The Council fully supports the principles of honesty, openness and transparency. The Audit Commission (May 2003 – Implementation of Preparation for the Freedom of Information) placed the Council as "above average" or "best in class" in five of the six categories, and "average" in the sixth when measured against 14 comparable Unitary authorities.
• Establishment of corporate information management policy (e.g. covering management of information assets, evidence for accountability, security, assurance, disaster & contingency	**Red**	**Red**	**Red**	**Amber**	**Green**	The Council recognizes Information as one of the four key assets. The Head of Legal and Democratic Services has been tasked with providing, by January 2004, a blueprint for developing a corporate approach to information management. It has already commissioned an independent

planning)						Information Security Management against the International standard ISO 17799, and is currently undertaking a full information audit across the authority of electronic and paper records. A Corporate Information Policy is being developed, which will be implemented through the corporate Electronic Document Management project (EDM) currently being rolled out. A Directorate and Member Strategic Risk Group is driving forward issues of Disaster Recovery and Business Continuity, and work is being carried out with the Hampshire and Isle of Wight e-government Board to investigate shared resources.
• 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.lcd.gov.uk/consult/datasharing/datashare.htm & http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf)	*Red*	**Red**	**Amber**	**Green**	**Green**	The council recognizes that public trust is essential before e-government services are taken up by a significant proportion of the public, and believes compliance with ISO 17799 will be a significant lever. The Council will develop a Public Services Trust Charter, and already has in place data sharing protocols with Health Partners.
• Establishment of partnerships for the joint (aggregated) procurement of broadband services	**Red**	**Red**	**Red**	**Amber**	**Green**	The Council is a partner with the South East Development Agency and local industry to develop Broadband services on the Island, which currently suffers from rural broadband deprivation. It is also working with the Hampshire and Isle of Wight Strategic Partnership
• Compliance with BS 7799 on information security management	**Red**	**Red**	**Amber**	**Green**	**Green**	The Council commissioned an independent Information Security Management against the International standard ISO 17799. The recommendations are being considered, and a costed implementation plan is being prepared for the Strategic Risk Group. Isle of Wight Social Services is Caldicott-compliant, and was the first to submit its plan. The Local Information Plan (LIP) is almost complete.
Enablers						

Note: Enablers refers to the computer systems, or 'middle-ware', used to support access channel policy and provide the link to core business and information systems. You should only "green" traffic light the items below where enterprise-wide systems or policies have been implemented.					
• Use of smart cards to support service development & delivery	**Black**	**Black**	**Black**	**Black**	**Red**	The council is keeping a watching eye on national projects, and will be implementing these products as they become available. The Island is a partner with Southampton, who is trialing multi-service smart cards, and the HIOWLA partnership will consider aggregation of smart card and reader procurement.
• Corporate use of Customer Relationship Management (CRM) software	**Red**	**Red**	**Red**	**Amber**	**Green**	The Council is installing an in-house Contact Management system in selected sites, and it is anticipated that this will be rolled out across the authority. The Council is a member of the CRM National Project, and will align its own work to any national standards agreed for the national product.
• Corporate use of Geographic Information Systems (GIS) (e.g. for map-based data presentation)	**Red**	**Red**	**Red**	**Amber**	**Green**	The Council makes extensive use of GIS on a best-of-breed basis for service-led applications. It will be developing a corporate policy to ensure optimal use of assets and interoperability.
• Corporate ICT support and documented policy for home working (teleworking) by staff	**Red**	**Red**	**Amber**	**Green**	**Green**	Staff already work from home, using dial-up access to a secure remote access server (RAS) with dynamic password protection and encryption, with workplace risk assessments as required. The expansion of broadband provision will expand the tasks which can be undertaken from home locations. The lessons learnt will be incorporated into a Policy Document incorporating best practice.
• Use of telemetric systems for remote monitoring & signalling, e.g. helping	**Green**	**Green**	**Green**	**Green**	**Green**	The Council's *WightCare* service arm already operates a successful remote signalling pendant, and will be ensuring

older people remain in their homes						that best use is made of emerging technology. Remote sensing equipment is used by Highways to give advance warning of adverse weather conditions. Council staff use an automated telephone *Lone Working* system when working alone, in or out of the office.
• Establishment of corporate Intranet	**Green**	**Green**	**Green**	**Green**	**Green**	This is in place, and is the authorative source of corporate information, policies and strategies, in many cases replacing paper-based sources (eg, telephone directories). Users maintain their own information using an user-friendly in-house system. Increasing expansion of the Council Wide Area Network (WAN) means access by increasing numbers of council staff. A secure extranet is available to schools and other internet users for selected documents (eg, Health and Safety information).
• Corporate use of Document Image Processing & Workflow systems	**Red**	**Red**	**Amber**	**Amber**	**Green**	A fully funded corporate DIP system will begin roll-out this year as part of the *Great Access to Great Services* programme. The business process re-engineering will be incorporated into new work flows, making service information available to, amongst others, the council's contact centre staff. This will build on the existing use made of DIP by service units, and the experience gained by the HIOWLA Workflow project.
• Application of Knowledge Management (KM) systems & techniques for service improvement	**Red**	**Red**	**Red**	**Amber**	**Green**	This is being developed as part of the Council's Information Management strategy, and will support the *Great Access to Great Services* programme.
• Establishment of corporate policy on electronic records management	**Red**	**Red**	**Amber**	**Green**	**Green**	This is being developed as part of the Council's Information Management strategy.The Head of Legal and Democratic Services has been tasked with providing, by January 2004, a blueprint for developing a corporate approach to information management. This will support the *Great Access to Great Services* programme, and will take into account such statutory acts as Freedom of Information, Data Protection Act (98) and others.

Core Systems **Note:** Successful e-government comes from integrating corporate office support and processes with e-enabled services. Core systems refer to the core business processes of the e-enabled organisation.						The Council has a strong record of successful in-house development, and, where cost-effective solutions suitable for the Council are not available in the market place, will continue to develop its own. The council is keeping a watching eye on national projects, and will be implementing these products, if appropriate, as and when they become available.
• Use of systems to enable e-procurement	**Red**	**Red**	**Amber**	**Amber**	**Green**	A project is already underway to provide a fully integrated web-based ordering and payment system for goods and services.
• Upgrade of financial information systems to support e-government	**Red**	**Red**	**Red**	**Amber**	**Green**	The Chief Financial Officer is project managing a major upgrade to all financial systems within the authority.
• Upgrade of office systems to support e-government, e.g. web-enabling legacy systems	**Red**	**Red**	**Red**	**Amber**	**Green**	Office systems are currently mainly Microsoft Office 2000 of XP, but recognising the cost and upgrade overhead the Council is rolling out *Thin Client* central server solutions. This technology will be used in the new Social Care system, and will be investigated for its suitability for home workers. Principal back and front office systems will be web-accessible.
• Upgrade of Human Resources & payroll systems to support e-government	**Red**	**Red**	**Red**	**Amber**	**Green**	The Head of HR Services is project managing a major upgrade to the HR & payroll systems within the authority.
• Upgrade of asset management systems to support e-government	**Red**	**Amber**	**Amber**	**Green**	**Green**	A corporate asset management system has been procured, and is being implemented. It will allow for electronic notification of asset status and allow on-line ordering of scheduled and unscheduled maintenance. It will be an integral part of the council's risk management strategy, providing access to such hazards as asbestos and planned maintenance schedules.

• Link to National Land & Property Gazetteer (NLPG) (http://www.nlpg.org.uk)	**Red**	**Red**	**Amber**	**Amber**	**Green**	The Local Land & Property Gazetteer is awaiting funding approval. The LLPG will be the council's authorative address database, and will replace other systems, with anticipated savings with the cessation of duplicate data collection and maintenance.
• Automated interface with National Land Information Service (NLIS) hub (http://www.nlis.org.uk)	**Red**	**Red**	**Amber**	**Green**	**Green**	The current Local Land Charges is system is being upgraded, and it is anticipated that these will move the Council from Level 2 to 3 during 2005/5.
• Upgrade of income collection systems to support e-government	**Amber**	**Green**	**Green**	**Green**	**Green**	The Council is already collecting income by telephone and on its web site for some services. This facility will be extended as part of the *Great Access to Great Services* programme.

People **Note:** This part of the e-organisation model refers to the internal organisation and management practices of the council that are required to help deliver the people changes necessary for e-government.						
• Circulation of National Strategy **checklist** to Chief Executive and all Councillors (see www.localegov.gov.uk/nationalstrategy)	**Black**	**Amber**	**Green**	**Green**	**Green**	Circulated
• Establishment of formally constituted partnership working to help deliver e-government:						

- Local Strategic Partnership (LSP)	**Red**	**Amber**	**Amber**	**Green**	**Green**	Island Futures brings together key partners across public, private and voluntary sectors.
- Partnership working with other local authorities	**Red**	**Amber**	**Green**	**Green**	**Green**	The Island is an active member of the Hampshire and Isle of Wight e-government board, and the Strategic IEG Partnership. It is also a partner with Southampton CC on SmartCards.
- Public Private Partnership (PPP)	**Red**	**Red**	**Amber**	**Amber**	**Green**	The Council is currently assessing the benefits of PPP and will make a decision early in 2004.
• Incorporation of e-government into Community Strategy	**Red**	**Amber**	**Green**	**Green**	**Green**	All partners are currently using information technology to improve service delivery by reducing data collection and duplication and appropriate data sharing.
• Appointment of member & officer e-champions	**Green**	**Green**	**Green**	**Green**	**Green**	Member e-Champions are Councillors Peter Harris, Deputy Leader - peter.harris@iow.gov.uk, and Reg Barry, Resources Portfolio Holder reg.barry@iow.gov.uk. Officer e-Champions are Mike Fisher, Chief Executive Officer, mike.fisher@iow.gov.uk, and David Price, Head of Organisational Development david.price@iow.gov.uk.
• Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act)	**Red**	**Amber**	**Green**	**Green**	**Green**	Information is recognised as the fourth asset, and management of this asset is incorporated into corporate service plans. The Head of Legal and Democratic Services has been tasked with providing, by January 2004, a blueprint for developing a corporate approach to information management.
• Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures	**Red**	**Red**	**Amber**	**Green**	**Green**	Risk Management is now embedded into the Council project and programme management. The Member and Director Strategic Risk Group oversees corporate risk, and the working of the Operational Risk Group. A Risk Management strategy, and underpinning ICT support, is in place.

• Use of customer consultation/research to inform development of corporate e-government strategy	**Amber**	**Green**	**Green**	**Green**	**Green**	Extensive consultation and surveying has already taken place with MORI to establish public priorities, and further surveys are planned with our new partner, *Questions Answered*. A Citizens Panel has been established for on-going consultation, and representatives from the Community Groups are consulted on a regular basis.
• Establishment of policy for addressing social inclusion within corporate e-government strategy	**Red**	**Amber**	**Amber**	**Green**	**Green**	This a key part of the Island Futures agenda, and an e-government social inclusion policy is in the planning stage.
• Establishment of internal targets & measures for e-services, including:						
- Customer take up	**Red**	**Amber**	**Amber**	**Green**	**Green**	The Council's IEG2 2005 forecast of 15% local service websites, 63% telephone and 12% face-to-face front office (10% other) still stands.
- Customer satisfaction	**Red**	**Amber**	**Amber**	**Green**	**Green**	Existing standards are being updated to provide consistent standards for all, including e-services.
- Value for money / cost effectiveness	**Red**	**Amber**	**Amber**	**Green**	**Green**	All Best Value reviews include the use of electronic service delivery to reduce costs and improve service. As part of e-government all services processes are being re-engineered.
• Use of project management methodologies (e.g. PRINCE2)	**Amber**	**Green**	**Green**	**Green**	**Green**	All ICT projects are mandated to use PRINCE2. The council now has a core of PRINCE2 Practioners through trenches of on-Island training developed with its partner Mindscope. These courses have also been made available to our partners from Hampshire and Portsmouth authorities.

• Establishment of e-skills training programme for staff (e.g. European Computer Driving Licence)	**Green**	**Green**	**Green**	**Green**	**Green**	The Council has a purpose-built ICT Training Suite, and a full ECDL training programme for its staff and members has been running since 2001. This is part of the Corporate Training Strategy
• Use of networked technologies to support e-learning	**Amber**	**Amber**	**Amber**	**Green**	**Green**	Some use is made of Computer Based Training (CBT). Linked with the increased use of homeworking and the provision of secure teleworking will be corporate roll-out of e-learning to underpin the e-skills training programme.

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 recommended to validate your local list of interactions against the list of process area interactions for all customer facing local authority services contained in the I&DeA's ESD toolkit (www.esd-toolkit.org).

	Actual		Forecast		
BVPI 157 Interaction Type	**2001/2**	**2002/3**	**2003/4**	**2004/5**	**2005/6**
Providing information: • Total types of interaction e-enabled • % e-enabled		120 20.3%	215 40%	411 70%	538 100%
Collecting revenue: • total types of interaction e-enabled • % e-enabled		5 10.8%	18 40%	32 70%	46 100%
Providing benefits & grants: • total types of interaction e-enabled • % e-enabled		14 24.6%	22 40%	40 70%	57 100%
Consultation: • total types of interaction e-enabled • % e-enabled		36 13%	110 40%	192 70%	275 100%
Regulation (such as issuing licences): • total types of interaction e-enabled • % e-enabled		26 13.8%	75 40%	132 70%	188 100%
Applications for services: • total types of interaction e-enabled • % e-enabled		58 14.9%	155 40%	272 70%	388 100%
Booking venues, resources & courses: • total types of interaction e-enabled • % e-enabled		0 0%	2 40%	4 80%	5 100%
Paying for goods & services: • total types of interaction e-enabled • % e-enabled		7 4.6%	61 40%	107 70%	153 100%
Providing access to community, professional or business networks: • total types of interaction e-enabled • % e-enabled		34 35%	38 40%	68 70%	97 100%
Procurement: • total types of interaction e-enabled • % e-enabled		tba tba			
• TOTAL:**TYPES OF INTERACTION E-ENABLED** • **% E-ENABLED**	64 **16%**	300 **17%**	696 **40%**	1258 **70%**	1747 **100%**

Note: The "Actual 2001/2" column shows "Interaction Types Not collected In this Format" spanning the first ten interaction-type rows.

It is anticipated that authorities will base their annual BVPI 157 actuals/estimates on the position at the 31st March in each financial year, with the exception of 2005/6 when the position at 1st January 2006 is required.

4. Access Channel Take-Up

In order to demonstrate public take-up of the main e-access channels that you are investing in up to 2005/6, you are asked to complete the table below detailing actual and forecast figures for numbers of e-enabled payment transactions, plus street light failure reports / abandoned vehicles. (County councils and all-purpose authorities should complete figures for street light failure reports, whilst district councils should complete figures for abandoned vehicle reports). 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.

	Actual ('000s)		Forecast ('000s)			Comment
E-enablement & Main E-Access Channel Take-Up	**01/2**	**02/3**	**03/4**	**04/5**	**05/6**	
Local Service Websites • Page impressions (annual) • Unique users, i.e. separate individuals visiting website (annual) • Number of e-enabled payment transactions accepted via website • Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via website	1,310 84 n/a	3,429 225 890	4,000 300 2,500	4,500 350 3,500	5,000 400 5,000	To be advised
Telephone *(i.e. telephone interactions where officers can access electronic information and/or update records on-line there and then, including interactions in contact centres):* • Number of e-enabled payment transactions accepted by telephone • Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via telephone	n/a	4,445	6,500	9,.000	12,500	To be advised
Face To Face *(i.e. front-line operations where officers can access electronic information and/or update records on-line there and then, including interactions at reception desks, One Stop Shops & home visits):* • Number of e-enabled payment transactions accepted via personal contact • Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via personal contact	n/a	1,009	2,000	3,500	5,500	To be advised
Other Electronic Media *(e.g. BACS, text messaging):* • Number of e-enabled payment transactions accepted via BACS or other electronic form • Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via other electronic media						To be advised

Non Electronic (e.g. cash office, post) • Number of payments accepted by cheque or other non-electronic form • Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via non-electronic form						To be advised

5. Delivery of Key Technical Building Blocks & Priority Services

Councils are asked to indicate how key technical building blocks and priority services are to be developed and managed by indicating the relative usefulness of outputs from ODPM Pathfinder Projects, National Projects and/or partnership working with other local authorities and/or use of other means. A sliding scale from 1-5 (i.e. from 1=not useful, to 5=essential) should be used. More information about Pathfinder work and National Projects can be found at www.localegov.gov.uk.

National Project Technical Building Blocks & Priority Service Areas	Use of outputs from ODPM Pathfinder Project (*please score between 1-5*)	Use of outputs from ODPM National Project (*please score between 1-5*)	Partnership working with other local authorities (*please score between 1-5*)	Other Means (*please score between 1-5*)	Comment (*please comment briefly on your plans for developing each named technical building block or priority service area*)
Websites	2	2	2	3	
Smart cards	2	2	4	3	The council is keeping a watching eye on national projects, and will be implementing these products as they become available.
Interactive Digital TV	1	1	1	2	The council is keeping a watching eye on national projects, and will be implementing these products as they become available.
Mobile Technology (i.e. for home/site visits)		2	2	2	
Telemetry (i.e. remote, real time & signalling)		1	1	1	
Customer Relationship Management (CRM)	5	5	2	2	The council is keeping a watching eye on national projects, and will be implementing these products as they become available.
Knowledge Management	1	1	1	1	
Workflow	1	1	2	2	
e-Procurement	1	1	3	2	
Schools admissions		2	2	2	

Local Planning Services	2	2	2	2
Electronic exchange of property information with Valuation Office Agency (VOA) for Council Tax & Business Rates		2	2	2
Working with business		2	2	2
Crime reduction / youth offending		2	2	2
Claiming benefits		2	2	2
Local e-Government Standards & Accreditation	2	2	2	2
Fire Services		2	2	2
Trading standards		2	2	2
Multi Agency Information Sharing		2	2	2
e-Democracy		2	2	2

6. Resources

Councils are asked to provide a summary of current and forecast expenditure on implementing electronic government up to 2005/6. This should include the standard elements in the table below and brief commentary on the use of IEG money. (Please note that implementing e-government expenditure refers to investment designed to e-enable local services and to transform their accessibility, quality and cost-effectiveness in line with the 2005 target. Cyclical spend related to the maintenance of the existing ICT infrastructure should not be included):

	Actual (£'000s)		Forecast (£'000s)			Comment
Resources	**01/2**	**02/3**	**03/4**	**04/5**	**05/6**	
• £200,000 IEG money in 2002/3 and 2003/4		200	200			
• financial contributions from EU funding	-	-	-	-	-	
• financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB)	-	-	10	-	-	Participation in national CRM Project
• financial contribution from public-private partnerships	-	-	-	-	-	
• financial contribution to or from partnership projects undertaken with other organisations, including ongoing project work using ODPM Local e-Government Partnership Programme funding and work with other government departments or agencies that have an element of service e-enabling						
• resources being applied from internal revenue and capital budgets to improve the quality of services through e-enablement			1,066	759	713	
• other resources (e.g. training) (please specify) - additional approved funding - additional funding requested	- -	- -	397 -	141 585	- 374	Future funding subject to confirmation during normal budget setting processes
Sub total	-	**200**	**1,673**	**1,485**	**1,087**	
• less current and projected savings produced from e-government investment	-	**-**	**-**	**0.3**	**0.5**	
TOTAL		**200**	**1,673**	**1,485**	**1,087**	

SUBMISSION

Please make sure that your IEG3 return reaches us **by midnight on Monday 10 November 2003**.

We would prefer to receive responses by email at: **localegov@odpm.gsi.gov.uk**. You may also use the online form facilities at the I&DeA's ESD Toolkit - **www.esd-toolkit.org**.

General enquiries regarding the submission of IEG3 returns should be addressed to:

Angela Isichei
Local e-Government Team
Office of the Deputy Prime Minister
Zone 3/G5
Bressenden Place
London SW1E 5DU

Tel: 020 7944 4258
Fax: 020 7944 3799

FURTHER INFORMATION

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

Details of national infrastructure projects can be found at www.e-envoy.gov.uk &
www.idea.gov.uk/lgih

Your regional IEG3 contacts at the ODPM are:

Yorkshire & Humberside – Anne Wood – anne1.wood@odpm.gsi.gov.uk

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

East Midlands – Caroline Stanger – caroline.stanger@odpm.gsi.gov.uk

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

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

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

PUBLICATION OF IEG STATEMENTS

The ODPM may wish to publish information in connection with IEG3 proformas in due course or deposit them in its own library or that of the Houses of Parliament. Information may also be published as part of a national database to allow other local authorities to use IEG3 data for benchmarking purposes. Should you wish any element of your proforma to be treated in confidence please clearly indicate this in your response. Nevertheless, all responses will be included in statistical summaries.