

IMPLEMENTING ELECTRONIC GOVERNMENT RETURN FOR FIRE & RESCUE AUTHORITIES IN ENGLAND & WALES 2003 (FIRE IEG3)

Introduction

This Fire 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.localgov.gov.uk). It is also an important feedback mechanism for assessing progress in individual fire and rescue 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, including fire 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 fire and rescue authorities and their representative national organisations to help achieve the specified objectives.

E-Government is a key tool in helping to delivering the objectives of the Government's *"Our Fire and Rescue Service"* White Paper, including a modernised service with a more proactive role in building safer and stronger communities. Improving the performance of all public services is a central objective of the Government. The fire and rescue service is no exception. Every fire and rescue authority should consider the role that all forms of information and communications technology - not solely Internet access - can play in delivering improvements as part of a wider strategy for improvement planning and modernisation.

The Isle of Wight Fire and Rescue Service (IWFRS) is working with the Isle of Wight Council (IWC) to meet the e-Government requirements by 1 January 2006.

This IEG3 Statement summarises the progress made and forecasts future activity.

Funding

The ODPM has distributed £50,000 in IEG capital grant funding for 2003/04 which was received by this Authority on Friday 3 October. This money will be used to do the preparatory work that will be required in order for us to take advantage of the outcomes from the e-Fire National Project (www.localegov.gov.uk).

Capital and Revenue Bids have been submitted to the Fire Authority for consideration in the current budgetary cycle and the Fire and Rescue's ability to complete its e-Government plans will be dependent upon receiving this funding.

Integrated Risk Management Plan

The IWFRS has re-affirmed its e-Government requirements in the light of the Authority's Integrated Risk Management Plan and any change of focus is reflected in its consultation documents. (www.iwfire.org). e.g. Public access to information; communication strategy.

Approval

This IEG3 Statement has been approved by the Isle of Wight Fire and Rescue Authority at the Executive Committee Meeting on 5 November 2003. Minutes of this meeting can be viewed at <http://www.iwight.com/council/meetings/>.

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PROFORMA CONTENT

1. Priority Services

The Leadership of the Isle of Wight Council (IWC) 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. The Plan sets out its 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.

The Fire and Rescue Service is working within this framework to meet the requirements of its e-Government Agenda. The recently published Government's objectives for the modernisation of the Fire and Rescue Service, as set out in the White Paper "*Our Fire and Rescue Service*" together with the Fire Authority's Integrated Risk Management Plan drives the service priorities. The change in emphasis from intervention to prevention calls for a higher level of interaction between the Fire and Rescue Service and the Community as a whole.

Successful communication and information exchange is fundamental to improved service delivery. Communications within the Service has been vastly improved by the work that has been carried out to 'join up' all our Fire Stations. We now have email (Outlook) and internet facilities throughout the Fire and Rescue Service, including Retained Stations.

Work is in place to improve data links between offices and thus enabling improved access to databases by all departments.

The IWFRS has a major part to play in meeting the majority of the seven shared priorities for local government:

1.1 Raising the standards across our schools

Our Community Fire Safety Department is working closely with schools on the Island. Our Education Liaison Officer works with teachers and children. E-Government plays a major part in conveying these messages, and is particularly useful in the rural areas of the Island. Teachers can access the tools they need and up-to-date information is available via our web site.

1.2 Improving the quality of life of children, young people, families at risk and older people.

- The IWFRS works with Health Visitors to identify 'at risk' families where home fire safety visits would have particular

value. Communication and speed are essential components to the success of this initiative. The sharing of information and data (knowledge) is a valuable resource.

- The Young Firefighters Scheme has been launched at Ryde using SRBVI funding. The website plays an important part in the recruitment and funding raising activities for this group as well as informing the community of the successes these young people have achieved.
- Whilst the website plays an important part we are aware that many people within this category do not have the advantages afforded to those with access to computers. Our communications strategy will allow for this and ensure that all citizens have equal access to information, in whatever form they require.

1.3 Promoting healthier communities by targeting key local services, such as health and housing.

By working with partners, e.g. Occupational Health, South Wight Housing Association, we can share information to ensure all Island Services are 'joined up' thus taking advantage of collaborative initiatives.

1.4 Creating safer and stronger communities

- The IWFRS is working with all departments in the IWC, the Police, Hampshire Fire and Rescue Service in order to reduce crime and the fear of crime on the Island. The sharing of information and effective communication with the community is key to the success of these initiatives.
- By regulation and a programme of inspections, our Fire Safety Department works closely with property owners and other agencies to ensure the safety of buildings and events. Information sharing, electronic communication and a robust database means this can be carried out efficiently.
- Fast communication of safety and training information are vital to the success of the Fire and Rescue Service delivery.
- The IWFRS has invested in internal communications to enhance our 'back-office' structures. Communications within the organisation have improved and these improvements will result in increased efficiencies and savings.

1.5 Transforming our local environment

The IWFRS works with the Environment Agency, Environmental Health, Agenda 21 etc. Information is vital to these activities and communication channels should be effective.

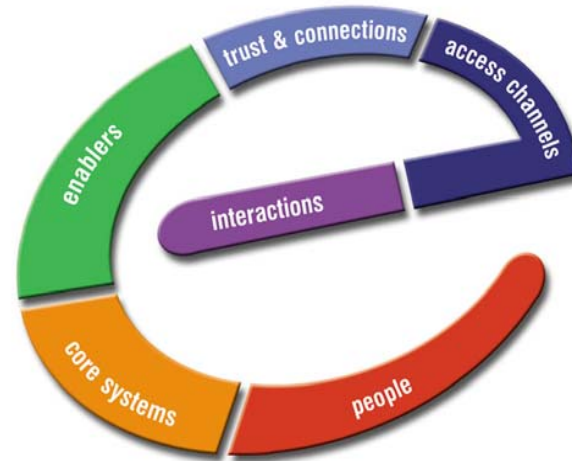
1.6 Meeting transport needs more effectively

Does not apply

1.7 Promoting the economic vitality of localities

Tourism is a major produce of the Island. The IWFRS ensures that visitor attractions, events etc are safe and that resources are allocated as required. Communication, publicity, information etc are vital to the safety and therefore the economic viability of these functions.

1. 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	
<p>Local e-organisation:</p> <p>Black = Not part of current local e-government strategy or not applicable</p> <p>Red = Preparation & planning – to include projects that are being planned or being piloted</p> <p>Amber = Implementation stage – roll out of approved projects</p> <p>Green = Fully implemented – projects completed & implemented</p> <p>e.g. for progress against a particular element you might enter:</p>	2001/02	2002/03	2003/04	2004/05	2005/06	<p>Comment</p> <p>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.</p> <p>e.g. “red” status should be applied to all elements on the proforma where work is at the research stage, being piloted before wider rollout across the authority/partnership, or planned but not yet approved for funding.</p> <p>e.g. “amber” status should be applied to all elements on the proforma where work has been approved for funding and is actively being implemented.</p> <p>e.g. “green” status should be applied to all elements on the proforma where projects have been actioned and implemented or particular standards achieved with plans for extended rollout on an enterprise-wide basis, i.e. across the authority/partnership.</p>
<p>Interactions</p> <p>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</p>	Red	Red	Amber	Amber	Green	

<p>enabled for electronic delivery as a percentage of those that are available.</p> <ul style="list-style-type: none"> Progress towards 2005 target for the 100% e-enablement of local services 	Red	Red	Red	Amber	Green	This will take into account the volumes of service transactions and the demand for and cost of providing that service electronically.
<p>Access Channels</p> <p>Note: Access channels are the various routes through which people might contact, or be contacted by, local service providers to undertake electronically enabled interactions.</p> <ul style="list-style-type: none"> Publication of approved strategy for development of access channels Establishment of ".gov.uk" or ".uk.org" website for the fire and rescue authority Local service websites (tailored to achievement of 100% e-enablement of fire & rescue services) Specialist portals for local authority services in two-tier areas Contact centres (e-enabled & dealing with at least 80% of incoming telephone calls to the local authority) Establishment of fully e-enabled one stop shops for face-to-face customer contact Use of mobile technology to improve efficiency and reduce costs Establishment of Interactive Digital TV service E-mail & Internet access provided for all Members 	Red	Red	Amber	Green	Green	<p>The IWFRS will be working with the IWC to produce a strategy for the Fire and Rescue Service.</p> <p>Already established and being used www.iwfire.org</p> <p>Website in existence. Further work with ICT Department planned to support 100% e-enablement of fire and rescue service.</p> <p>Not applicable</p> <p>Out-of-hours calls taken by Fire Control Centre. Corporate call centre planned for January 2004.</p> <p>The IWC' e-Government Project will include this facilitySome work has taken place to commence this.</p> <p>Fire Safety Inspectors will be using remote laptops for inspections. GIS with in-cab computers planned (subject to funding).</p> <p>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</p>

<ul style="list-style-type: none"> Engagement with intermediaries re delivery of e-government services (e.g. Citizens Advice Bureaux) 	Black	Black	Red	Amber	Green	IWFRS is watching National Projects
<p>Trust & connections</p> <p>Note: For the public sector to share information easily and securely, it is essential to operate within a framework of technical and legislative standards.</p> <ul style="list-style-type: none"> Use of Government Gateway (e.g. for secure authenticated transactions) (see http://www.govtalk.gov.uk/gateway_partnerlink) Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk) Adoption of Guidelines for UK Government Websites (see www.e-envoy.gov.uk/oeo/oeo.nsf/sections/webguidelines-handbook-top/\$file/handbookindex.htm) Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see http://www.w3.org/WAI) 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) 	Black	Black	Red	Amber	Green	
<ul style="list-style-type: none"> Use of Government Gateway (e.g. for secure authenticated transactions) (see http://www.govtalk.gov.uk/gateway_partnerlink) 	Black	Black	Red	Amber	Green	The IWFRS is keeping a watching eye on national projects and will be implementing these produces as they become available.
<ul style="list-style-type: none"> Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk) 	Black	Black	Amber	Green	Green	The council's web site (which will include the Fire and Rescue Service Website) is being designed to comply with e-GIF and e-GMS. Independent validation services are being investigated.
<ul style="list-style-type: none"> Adoption of Guidelines for UK Government Websites (see www.e-envoy.gov.uk/oeo/oeo.nsf/sections/webguidelines-handbook-top/\$file/handbookindex.htm) 	Red	Red	Red	Amber	Green	Through work with IW Council, we will ensure we adopt these standards.
<ul style="list-style-type: none"> Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see http://www.w3.org/WAI) 	Black	Black	Red	Amber	Green	Through work with IW Council, we will ensure we adopt these standards.
<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) 	Red	Amber	Green	Green	Green	Publication Scheme being embedded into organisation. Database for information requests and dissemination being built using existing resources.

<ul style="list-style-type: none"> Establishment of corporate information management policy (e.g. covering management of information assets, evidence for accountability, security, assurance, disaster & contingency planning) 	Red	Red	Red	Amber	Green	<p>A fire service information management policy will be produced as part of the IRMP Action Plan. The Council is developing a electronic document management (EDM) system that will be rolled out across the authority. The Fire Service considers itself a high priority service to receive this system and is liaising with corporate ICT department.</p>
<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.lcd.gov.uk/consult/datasharing/datashare.htm & http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf) 	Black	Black	Red	Amber	Green	<p>The IWFRS is keeping a watching eye on national projects and will be implementing these produces as they become available.</p>
<ul style="list-style-type: none"> Establishment of partnerships for the joint (aggregated) procurement of broadband services 	Black	Black	Black	Amber	Green	<p>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. The Fire and Rescue Service will benefit from these partnerships.</p>
<ul style="list-style-type: none"> Compliance with BS 7799 on information security management 	Red	Red	Red	Amber	Green	<p>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 of which the Fire and Rescue Service is part.</p>

Enablers						
<p>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.</p>						
<ul style="list-style-type: none"> • Use of smart cards to support service development & delivery 	Black	Black	Black	Black	Red	<p>The Fire and Rescue is unable to undertake this project alone. However, 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.</p>
<ul style="list-style-type: none"> • Corporate use of Customer Relationship Management (CRM) software 	Black	Black	Red	Amber	Green	<p>The FRS is included in the IWC plans for the rollout of this over the next year.</p>
<ul style="list-style-type: none"> • Corporate use of Geographic Information Systems (GIS) (e.g. for map-based data presentation) 	Red	Red	Amber	Green	Green	<p>The Fire Service is working towards this aim as part of its ICT Project. Funding has been requested to enable the installation of GIS for operational and MIS purposes.</p>
<ul style="list-style-type: none"> • Corporate ICT support and documented policy for home working (teleworking) by staff 	Black	Black	Red	Green	Green	<p>Some 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 lessons learnt will be incorporated into a Policy Document incorporating best practice.</p>
<ul style="list-style-type: none"> • Use of telemetric systems for remote monitoring & signalling 	Red	Amber	Green	Green	Green	<p>New Incident Command and Control System (ICCS) being installed in Fire Control Centre.</p>
<ul style="list-style-type: none"> • Establishment of corporate Intranet 	Red	Red	Amber	Green	Green	<p>Work is in progress to establish this service to all our staff.</p>
<ul style="list-style-type: none"> • Corporate use of Document Image Processing & Workflow systems 	Red	Red	Amber	Green	Green	<p>Funding applied for – critical as part of IRMP action plan.</p>
<ul style="list-style-type: none"> • Application of Knowledge Management (KM) systems & techniques for service improvement 	Black	Black	Red	Amber	Green	<p>The IWFRS is keeping a watching eye on national projects and will be implementing these produces as they become available.</p>
<ul style="list-style-type: none"> • Establishment of corporate policy on electronic records management 	Red	Red	Amber	Green	Green	<p>The Fire and Rescue Service will be working with the Council in the development of this.</p>

<p>Core Systems</p> <p>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.</p> <ul style="list-style-type: none"> • Use of systems to enable e-procurement • Upgrade of financial information systems to support e-government • Upgrade of office systems to support e-government, e.g. web-enabling legacy systems • Upgrade of Human Resources & payroll systems to support e-government • Upgrade of asset management systems to support e-government • Link to National Land & Property Gazetteer (NLPG) (http://www.nlpg.org.uk) • Upgrade of income collection systems to support e-government 	<p>Red</p> <p>Red</p> <p>Red</p> <p>Red</p> <p>Red</p> <p>Red</p> <p>Red</p>	<p>Red</p> <p>Red</p> <p>Red</p> <p>Red</p> <p>Amber</p> <p>Red</p> <p>Red</p>	<p>Amber</p> <p>Red</p> <p>Red</p> <p>Red</p> <p>Green</p> <p>Red</p> <p>Red</p>	<p>Amber</p> <p>Amber</p> <p>Amber</p> <p>Amber</p> <p>Green</p> <p>Amber</p> <p>Red</p>	<p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Red</p>	<p>Core systems come under the control of the Council. The Fire and Rescue Service should be included in any projects.</p> <p>The council has established a project to provide a fully integrated web-based ordering and payment system for goods and services.</p> <p>The Chief Financial Officer is project managing a major upgrade to all financial systems within the Council and the Fire and Rescue Service will be part of this.</p> <p>The Fire and Rescue Service wish to use web-enabled document management systems to facilitate efficient information sharing and communications across all sites.</p> <p>The Head of HR Services within the Council is project managing a major upgrade to the HR & payroll systems within the authority. The Fire Service Personnel system (FPS) is being constantly upgraded to match needs. This is available across the organisation according to access rights.</p> <p>The Fire and Rescue Service have installed a new system for Asset Management and equipment control following recommendations from the Best Value Review of Procurement.</p> <p>The Local Land & Property Gazetteer will be available to the NLPG by 31st December this year. The LLPG will be the council's authoritative address database, and will replace other systems, with anticipated savings with the cessation of duplicate data collection and maintenance.</p> <p>Reliant upon Council. No information regarding roll-out available.</p>
<p>People</p> <p>Note: This part of the e-organisation model refers to the internal organisation and management practices of the council that are</p>						

required to help deliver the people changes necessary for e-government.						
<ul style="list-style-type: none"> • Circulation of National Strategy checklist to Chief Executive and all Councillors (see www.localgov.gov.uk/nationalstrategy) 	Black	Amber	Green	Green	Green	Circulated
<ul style="list-style-type: none"> • Establishment of formally constituted partnership working to help deliver e-government: 	Red	Amber	Amber	Green	Green	Island Futures brings together key partners across public, private and voluntary sectors.
<ul style="list-style-type: none"> - Local Strategic Partnership (LSP) 	Green	r Green	Green	Green	Green	Through CACFOA and Benchmarking Family Group
<ul style="list-style-type: none"> - Partnership working with other fire & rescue authorities 	Black	Black	Black	Red	Red	The Council is currently assessing the benefits of PPP.
<ul style="list-style-type: none"> - Public Private Partnership (PPP) 	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.
<ul style="list-style-type: none"> • Incorporation of e-government into Community Plan 						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 .
<ul style="list-style-type: none"> • Appointment of member & officer e-champions 	Green	Green	Green	Green	Green	Office 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 .
<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) 	Green	Green	Green	Green	Green	The Corporate Services Manager leads on responsibilities for these areas within the F&RS Within the Council this area is lead by the Head of Legal Services.
<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 	Black	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.
<ul style="list-style-type: none"> • Use of customer consultation/research to inform development of corporate e-government strategy 	Amber	Green	Green	Green	Green	The IWFRS currently relies on the Council's consultation process but will be conducting its own surveys next year in line with its communication strategy. A Business Continuity Sub Group is chaired by the Chief Fire Officer.
<ul style="list-style-type: none"> • 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. However, the F&RS wishes to develop its fire stations to become more integrated into the community thereby making

<ul style="list-style-type: none"> • Establishment of internal targets & measures for e-services, including: <ul style="list-style-type: none"> - Customer take up - - Customer satisfaction - Value for money / cost effectiveness • Use of project management methodologies (e.g. PRINCE2) • Establishment of e-skills training programme for staff • Use of networked technologies to support e-learning 	<p style="text-align: center;">Red</p> <p style="text-align: center;">Black Black Amber</p> <p style="text-align: center;">Green</p> <p style="text-align: center;">Black</p>	<p style="text-align: center;">Red</p> <p style="text-align: center;">Red Red Green</p> <p style="text-align: center;">Green</p> <p style="text-align: center;">Black</p>	<p style="text-align: center;">Amber</p> <p style="text-align: center;">Amber Amber Green</p> <p style="text-align: center;">Green</p> <p style="text-align: center;">Red</p>	<p style="text-align: center;">Green</p> <p style="text-align: center;">Green Green Green</p> <p style="text-align: center;">Green</p> <p style="text-align: center;">Amber</p>	<p style="text-align: center;">Green</p> <p style="text-align: center;">Green Green Green</p> <p style="text-align: center;">Green</p> <p style="text-align: center;">Green</p>	<p>sure information is more accessible to the community as a whole.</p> <p>The Council's IEG2 2005 forecast of 15% local service websites, 63% telephone and 12% face-to-face front office (10% other) includes the F&RS.</p> <p>These are not currently measured but is to be included in future consultation/surveys in accordance with the Communications Strategy for the F&RS.</p> <p>Current ICT Project us using PRINCE2 methodology, This is the Council's recognised methodology. The council now has a core of PRINCE2 Practioners achieved through training developed with its partner Mindscope.The Corporate Services Manage within the F&RS is one of these.</p> <p>e-skills training has been an integral part of Support Services Staff for the last two years and is now being extended to include Uniformed Staff. All Junior Officers and above have received Outlook training.</p> <p>Not currently used but is being considered for the future, subject to necessary funding and availability.</p>
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2. BVPI 157

Fire authorities 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 fire and rescue authority services contained in the I&DeA's ESD toolkit (www.esd-toolkit.org).

BVPI 157 <u>Transaction-Interaction</u> Type	Actual		Forecast		
	2001/2	2002/3	2003/4	2004/5	2005/6
Providing information:					
• Total types of interaction e-enabled	4	4	6	8	9
• % e-enabled	26	26	37.5	89	100
Collecting revenue:					
• total types of interaction e-enabled	0	0	3	3	3
• % e-enabled	0	0	100	100	100
Providing benefits & grants:					
• total types of interaction e-enabled					
• % e-enabled					
Consultation:					
• total types of interaction e-enabled	3	4	4	6	9
• % e-enabled	37.5	50	50	66	100
Regulation (such as issuing fire certificates, licences):					
• total types of interaction e-enabled	0	0	0	0	0
• % e-enabled	0	0	0	0	0
Applications for services:					
• total types of interaction e-enabled	0	1	2	4	4
• % e-enabled	0	25	50	100	100
Booking venues, resources & courses:					
• total types of interaction e-enabled	0	0	2	3	4
• % e-enabled	0	0	50	75	100
Paying for goods & services:					
• total types of interaction e-enabled	0	0	0	2	2
• % e-enabled	0	0	0	100	100
Providing access to community, professional or business networks:					
• total types of interaction e-enabled	0	2	3	3	6
• % e-enabled	0	30	50	50	100
Procurement:					
• total types of interaction e-enabled	0	1	2	2	2
• % e-enabled	0	25	50	50	50
• TOTAL: TYPES OF INTERACTION E-ENABLED	7	12	22	31	39
• % E-ENABLED	14.6	24.5	45	63.3	79.6

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.

3. Access Channel Take-Up

In order to demonstrate public take-up of the main e-access channels that you are investing in up to 2005/06, you are asked to complete the table below detailing actual and forecast figures for numbers of e-enabled appointments accepted to schedule site visits to assess fire certificate 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.

E-enablement & Main E-Access Channel Take-Up	Actual ('000s)		Forecast ('000s)			Comment
	01/2	02/3	03/4	04/5	05/6	
Local Service Websites <ul style="list-style-type: none"> Page impressions (annual) Unique users, i.e. separate individuals visiting website (annual) Number of online appointments to schedule site visits to assess fire certificate applications accepted via website 	Not Available	20.3	24.3	29.2	35.1)Increase of 20% per year) Fire certificate application system under review within the RRO.
		9.3	11.2	13.4	16.1	
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> <ul style="list-style-type: none"> Number of e-enabled appointments to schedule site visits to assess fire certificate applications accepted via telephone 	0	0	.5	.5	.5	
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> <ul style="list-style-type: none"> Number of e-enabled appointments to schedule site visits to assess fire certificate applications accepted via personal contact 	0	0	0	0	0	Negligible – very few people call in to the office to make appointment.
Other Electronic Media <i>(e.g. e-mail, text messaging):</i> <ul style="list-style-type: none"> Number of e-enabled appointments to schedule site visits to assess fire certificate applications accepted via e-mail or other electronic form 	0	0	.5	.5	.5	Forecast may change due to RRO.
Non Electronic <i>(e.g. post)</i> <ul style="list-style-type: none"> Number of appointments to schedule site visits to assess fire certificate applications accepted by post or other non-electronic form 	2	2	?	?	?	Unknown due to RRO

4. Delivery of Key Technical Building Blocks & Priority Services

Fire and Rescue Authorities 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 local authorities and other fire 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.localgov.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 within local area or region (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)
Fire Services: Knowledge/Risk Management		1	2	2	Safety and Risk Management System being installed. FSEC Software package ordered.
Fire Services: Fire Safety in the Community		1	4	2	Using internal skill base to develop database. Website section for CFS being given high profile.
Fire Services: Fire Safety & Business		1	2	2	Inspectors given remote access to database, including plans. New system for e-appointments being developed.
Fire Services: Firefighter Recruitment		1	1	2	Information on website to become interactive, ie. Facility for online applications. New back office systems have been installed.
Fire Services: National Portal		1	1	1	Watching brief on results of National Projects.
Websites	1	1	2	3	Working with Council web team for enhanced public access.
Smart Cards	1	1	1	1	No plans at this time
Interactive Digital TV	1	1	1	1	Will develop inline with Council Policy as it evolves.
Mobile Technology (i.e. for home/site visits)		1	2	3	Fire Safety Inspectors given remote access/laptops
Telemetry (i.e. remote, real time & signalling)		2	2	2	New ICCS being installed within Fire Control Centre
Customer Relationship Management (CRM)	1	2	2	2	Working with Council – will implement when available
Knowledge Management	1	1	2	2	See above
Workflow	1	1	1	3	Investigating systems as part of IRMP.
e-Procurement	1	1	2	3	Awaiting facilities to become available through Council
Local Planning Services	1	1	1	1	Not applicable
Electronic exchange of property information with Valuation Office Agency (VOA) for Council Tax & Business Rates		1	3	3	Working with Council on installation of new NLPG to facilitate sharing of property and address information.

Working with business		1	1	2	To make information more easily accessible and relevant. IRMP plans to work with business to reduce unwanted AFA's.
Crime reduction / youth offending		1	4	4	Close work with Crime and Disorder team, police and youth groups. Young Firefighters scheme, YOT and Arson Partnerships with Hampshire.
Local e-Government Standards & Accreditation	1	1	1	1	
Multi Agency Information Sharing	1	1	4	3	CFO Chairs Emergency Services Joint Liaison Group.
e-Democracy		1	3	4	Proactive consultation by all means, including Fire Service website, www.iwfire.org , Council website www.iwight.com and intranet.

5. Resources

Fire and Rescue Authorities 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):

Resources	Actual (£'000s)		Forecast (£'000s)			Comment
	01/2	02/3	03/4	04/5	05/6	
<ul style="list-style-type: none"> £50,000 Fire IEG grant money in 2003/04 	0	0	50	?	?	IEG Grant now available. (13 October 2003)
<ul style="list-style-type: none"> financial contributions from EU funding 	0	0	0	0	0	
<ul style="list-style-type: none"> financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB) 	0	0	0	0	0	
<ul style="list-style-type: none"> financial contribution from public-private partnerships 	0	0	0	0	0	
<ul style="list-style-type: none"> 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 	0	0	0	0	0	
<ul style="list-style-type: none"> resources being applied from internal revenue and capital budgets to improve the quality of services through e-enablement 	0		110*	190**	81***	*Email and internet connections to all fire stations and upgrade/installation of Safety and Risk Management System. New Incident Command and Control System. **Funding bid for purchase of GIS, Information management, Training (IPDS) Database including revenue implications. *** Budget bid for electronic payroll information system and hardware refresh.
<ul style="list-style-type: none"> other resources (e.g. training) (please specify) 			3	5	3	
Sub total			163	195	84	
<ul style="list-style-type: none"> less current and projected savings produced from e-government investment 						Monetary savings not clear at this time. The advantages from improved efficiency and service delivery are stated within the Project Initiation Document/Business Case.
TOTAL			163	195	84	

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 Fire 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/ljih

Details of the e-Fire National Project, including contact information and background material on the five project work streams covering Knowledge/Risk Management, Fire Safety in the Community, Fire Safety & Business, Firefighter Recruitment and development of the National Fire Service Portal can be found by clicking on National Projects at: www.localegov.gov.uk.

Your key Fire IEG3 contact at the ODPM for technical enquiries is:

Peter Blair – peter.blair@odpm.gsi.gov.uk

PUBLICATION OF IEG STATEMENTS

The ODPM may wish to publish information in connection with Fire 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.