



OFFICE OF THE
DEPUTY PRIME MINISTER

IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2003 (IEG3)

Babergh District Council

*This is the proforma for IEG3 returns. The deadline for submission of returns is
Monday 10 November 2003.*



local e-gov

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.localgov.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.

The format of the IEG return is subject to extensive consultation. Last year, this helped to achieve a 100% return rate of IEG2 submissions from local authorities. This year, the format of the IEG3 return is intended to simplify the process further for local authorities and move towards a self-assessment approach. In order to maintain consistency with the statistical elements of IEG2, tables on BVPI 157 and resources remain unchanged from last year. Successful completion of the IEG3 return also demands awareness of the ODPM's National Strategy for Local e-Government published in November 2002 (www.localgov.gov.uk/nationalstrategy).

E-Government is a key tool in delivering local services. Within the CPA process, those councils that have not done well in achievement, investment, capacity or performance management may particularly need to consider the role that e-government can play in delivering improvements as part of a wider strategy for improvement planning.

The new proforma format for IEG3 returns complies with Government commitments to reduce service plan requirements for local authorities, whilst balancing the need for authorities to supply statistical information for the purpose of monitoring national progress on the implementation of local e-government. "Excellent" CPA authorities are requested to complete this plan in order to assist in benchmarking national progress and to demonstrate their commitment to e-government. In particular, the third year of IEGs represents an

opportunity for self-assessment, benchmarking and measuring progress on key factors. The use of the IEG process to gather data on key areas was successfully pioneered in IEG2.

This proforma is intended to standardise Implementing Electronic Government (IEG) returns for 2003. It has been prepared for English County, District, Unitary Councils, London Boroughs, National Park Authorities, the Corporation of London, the Greater London Authority, London Development Agency, Transport for London who are subject to the Best Value Performance Indicator 157 and have been requested to prepare these statements.

[Separate guidance is being prepared for Single Purpose Fire Authorities in England on the preparation of IEG Statements for 2003.]

Funding

A formal announcement regarding IEG funding for 2004/5 and 2005/6 will be made later this year. You should complete this return on the basis that it will inform the distribution of £175 million of available capital funding from the ODPM for local e-government in 2004/5 and £96.5million in 2005/6.

Completeness

Failure to complete any elements of this proforma may result in the withholding of IEG3 funding for 2004/5. You should consult with relevant members of the ODPM's local e-government team for clarification of what is required.

Approval

It is important that the information contained in your completed IEG3 proforma is approved by the Council before submission and that adequate time for this is built into the timetable.

Submission

The deadline for the submission of IEG3 statements is **Monday 10 November 2003**.

Please submit them by e-mail to localegov@odpm.gsi.gov.uk. Copies of this IEG3 proforma can be found at www.localegov.gov.uk. An online version of this form can be accessed at the Improvement & Development Agency's (I&DeA) Electronic Service Delivery (ESD) toolkit (www.esd-toolkit.org).

Please do not hesitate to contact relevant members of the ODPM local e-government team should you require further information or clarification. Contact details can be found on the last page of this guidance.

PROFORMA CONTENT

1. Priority Services

In no more than 1,000 words, please give a summary of how e-government will improve services and outcomes for citizens in your authority in terms of the seven shared priorities for local government¹ and any additional local priorities, i.e.

Babergh DC currently has 5 objectives supported by 31 targets which, along with national priorities form the basis of its approach to delivering public services. The Council (following the May elections) is currently reviewing its priorities and has recently agreed eight priorities including:

- Communication with and listening to the public
- Public accessibility and service provision through e-Government

Babergh participates in three strategic partnerships, and is also signed up to the Suffolk Public Service Agreement. This includes stretched targets covering thirteen areas, from reducing teenage pregnancy rates to increasing use of public transport in Suffolk.

This section highlights ways in which e-Government activity in Babergh contributes to these priorities. Some activities are carried out by Babergh whilst others encompass partnership working with Suffolk CC, other District Councils, Police, Health and the Voluntary Sector.

Public accessibility and service provision through e-Government

Babergh's redeveloped web site and joined up front and back office will provide transactional services to the public – providing on-line customer service 24 hours per day.

Delivery of joined up e-services is being tackled by the Suffolk Accessible Government Partnership. Two main projects are the Suffolk Portal and a Community Portal under the banner of onesuffolk. This will allow seamless public access to services through web access.

An on-street kiosk has been provided in Sudbury, our largest market town, as part of a Pathfinder project. This includes a facility for feedback from the public. We have had high levels of take up of the services available. Further service development is planned.

Babergh DC is investigating a Strategic Technological Partnership, being negotiated with BT by Suffolk CC, specifically to assist on public access. This will cover a contact centre, one-stop-shops, advice centres and direct electronic access. The aim is to give seamless customer access to Council services on a face to face basis and by telephone.

Raising standards across our schools

Babergh is not an Education authority and therefore makes indirect contributions to this issue as part of our work in local strategic partnerships.

¹ See www.odpm.gov.uk/news/0207/0033.htm

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

Babergh is currently developing a Youth Strategy, in consultation with young people. This will include determining the most appropriate form of communication, such as a separate web site for young people.

Babergh's objectives include a range of quality of life targets from reducing crime to promoting a healthy environment and lifestyle.

The council's e-Government programme underpins these activities by providing improvements for the public, and efficiencies in service delivery, through projects which:-

- Provide better information and services on-line
- Encourage and enable community development on-line
- Improve electronic records
- Join up address information
- Investigate flexible working, alongside use of mobile technology

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

Vulnerable residents are supported by our Contact Care Scheme which provides electronic alarm systems with telephone support and back up to help them live more independently.

Babergh's web site, through telemetry links with our air pollution monitoring station, provides the public with continuous monitoring information on air quality.

It is intended to further develop electronic links with contractors providing Council services to improve efficiency by allowing orders to be placed and relevant information to be shared.

Environmental data is overlaid onto a GIS system common to other partner organisations including the Environment Agency and British Geological Society

Mobile technology is being investigated and it is anticipated that savings and efficiencies will be generated by staff working 'in the field'.

Creating safer and stronger communities

Increased community cohesion is expected from the Community Portal (onesuffolk) initiative.

Residents are helped to feel safer and crime reduced as a result of our upgraded CCTV system.

Targeting resources for crime reduction initiatives is a key task. Geographic Information Systems are used throughout the County to identify crime hotspots and map this information. Results are published on the council's website.

Together with partners, a Crime and Disorder Reduction Strategy has been agreed for the district. Arising from one of the key targets a 'Night safe' initiative in Sudbury has been launched through a partnership with the Police, Town and County Councils, Chamber of Commerce and the Suffolk Free Press. The leaflets, posters and information on this initiative are promoted on the Suffolk Free Press web site.

Transforming our local environment

The web site has proven to be a very effective communication tool for preparing planning policy – with very significant increases in web hits during the consultation period.

Babergh is implementing a major project to introduce a 'twin bin' refuse collection system so that recyclable waste can be collected separately. The web site has proved to be a valuable tool in communicating the new arrangements to the public. This has been successfully used to complement more traditional communication techniques such as leaflet drops. Ongoing information will continue to be required for this key service.

A Joint Municipal Waste Strategy has been agreed by Suffolk Councils. This contains recycling and other plans. A new website, Suffolk Recycling has been designed specifically with the public in mind. The site provides support for initiatives such as:-

- The Real Nappy Network (aimed at promoting recyclable nappies)
- Reduction in waste from schools
- Promoting composting

Developed as a partnership it is hoped that the content can be drawn on by the Suffolk Portal (onesuffolk), enhancing joined up information for the public.

Meeting transport needs more effectively

Journey planning software is regularly used by residents and visitors using our on-street kiosk.

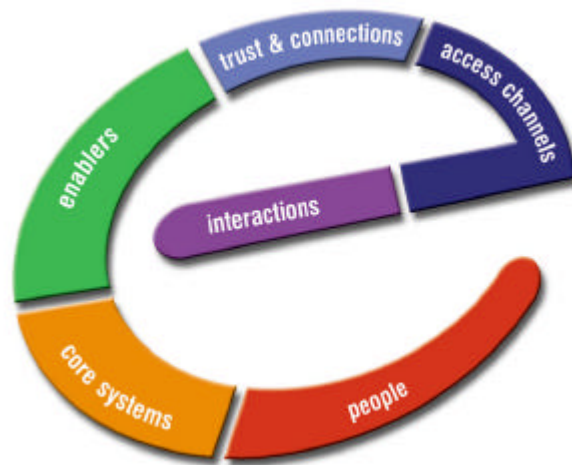
Smart Cards could be used for the county-wide concessionary bus fare scheme to provide better customer services and link in with other service providers.

Promoting the economic vitality of localities

The importance of electronic communications, and broadband in particular, is being promoted to the business community. This should assist existing businesses to survive and flourish and help new businesses to cope with the communication revolution and today's customer expectations.

We are working with other agencies to encourage commercial provision of broadband in rural areas.

2. Self-Assessment of Local e-Organisation



The National Strategy – Model of the local e-organisation

You are asked to summarise the plans and progress of your local authority according to the *six* parts of model of the local e-organisation, as presented in the ODPM's National Strategy for Local e-Government published in November 2002 (see www.localgov.gov.uk/nationalstrategy). The model provides a checklist of work areas against the e-organisation themes, or building blocks of local e-government - interactions, access channels, trust & connections, enablers, e-business and organisational development. Please refer to www.localgov.gov.uk for further description of the elements of this model, together with associated National Projects. Further information about these building blocks is also available from the I&DeA's Knowledge website at www.idea.gov.uk/knowledge. **Do not amend this form or append any items to it** and please restrict all explanatory notes to the comment column.

Not all the elements in the proforma checklist below will necessarily be a part of your local e-government strategy, but you are expected to be aware of all of these elements and have taken a corporate position in relation to them. It is recognised that your IEG strategy will reflect local priorities and customer preferences, but you are asked specifically to provide accompanying commentary on any areas of the proforma checklist that remain "black" in 2005/6.

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 enabled for electronic delivery as a percentage of those that are available.</p>	Red	Red	Amber	Amber	Green	

<ul style="list-style-type: none"> Progress towards 2005 target for the 100% e-enablement of local services 	Amber	Amber	Amber	Amber	Green	
<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 Local service websites (tailored to achievement of transactional status² for corporate “.gov.uk” website) 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 for home visits / supported access services Establishment of Interactive Digital TV service E-democracy – participation in the electoral modernisation pilots for electronic voting or electronic counting E-mail & Internet access provided for all Members 	Red	Amber	Amber	Green	Green	No plans as yet to engage in any pilots. Babergh is monitoring other pilot schemes.

² 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.

<ul style="list-style-type: none"> Engagement with intermediaries re delivery of e-government services (e.g. Citizens Advice Bureaux) 	Black	Red	Red	Red	Amber	
<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) 	<p>Black</p> <p>Red</p> <p>Black</p> <p>Red</p> <p>Black</p>	<p>Black</p> <p>Amber</p> <p>Black</p> <p>Amber</p> <p>Amber</p>	<p>Red</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Amber</p>	<p>Amber</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p>	<p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p>	<p>Awaiting greater take up and acceptance of the gateway for use with e-services.</p>

<ul style="list-style-type: none"> Corporate ICT support and documented policy for home working (teleworking) by staff Use of telemetric systems for remote monitoring & signalling, e.g. helping older people remain in their homes Establishment of corporate Intranet Corporate use of Document Image Processing & Workflow systems Application of Knowledge Management (KM) systems & techniques for service improvement Establishment of corporate policy on electronic records management 	<p>Red</p> <p>Green</p> <p>Green</p> <p>Red</p> <p>Black</p> <p>Black</p>	<p>Amber</p> <p>Green</p> <p>Green</p> <p>Red</p> <p>Black</p> <p>Red</p>	<p>Amber</p> <p>Green</p> <p>Green</p> <p>Red</p> <p>Black</p> <p>Amber</p>	<p>Green</p> <p>Green</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>Amber</p> <p>Green</p>	<p>Babergh are including in this our remote “panic” buttons in sheltered accommodation.</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) 	<p>Red</p> <p>Red</p> <p>Red</p> <p>Black</p> <p>Red</p> <p>Red</p>	<p>Red</p> <p>Red</p> <p>Red</p> <p>Black</p> <p>Red</p> <p>Red</p>	<p>Amber</p> <p>Red</p> <p>Amber</p> <p>Red</p> <p>Green</p> <p>Amber</p>	<p>Green</p> <p>Amber</p> <p>Green</p> <p>Amber</p> <p>Green</p> <p>Green</p>	<p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p>	<p>Currently investigating Suffolk County Council’s “marketplace” solution.</p>

<ul style="list-style-type: none"> Automated interface with National Land Information Service (NLIS) hub (http://www.nlis.org.uk) Upgrade of income collection systems to support e-government 	Red	Amber	Amber	Green	Green	
<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 required to help deliver the people changes necessary for e-government.</p> <ul style="list-style-type: none"> Circulation of National Strategy checklist to Chief Executive and all Councillors (see www.localgov.gov.uk/nationalstrategy) Establishment of formally constituted partnership working to help deliver e-government: <ul style="list-style-type: none"> Local Strategic Partnership (LSP) Partnership working with other local authorities Public Private Partnership (PPP) Incorporation of e-government into Community Strategy Appointment of member & officer e-champions Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act) Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular 	Green	Green	Green	Green	Green	Partnerships engaged in with Sky (for Digital TV Project) and Cityspace (for kiosks).

review of risk mitigation measures						
<ul style="list-style-type: none"> • Use of customer consultation/research to inform development of corporate e-government strategy 	Amber	Green	Green	Green	Green	<p>There has not been, as yet, a formal policy, instead it has been embedded in Babergh's overall e-Government Strategy.</p> <p>Babergh is currently investigating other learning technologies (e.g. CD-ROMs).</p>
<ul style="list-style-type: none"> • Establishment of policy for addressing social inclusion within corporate e-government strategy 	Black	Black	Red	Amber	Green	
<ul style="list-style-type: none"> • Establishment of internal targets & measures for e-services, including: <ul style="list-style-type: none"> - Customer take up 	Black	Red	Red	Green	Green	
<ul style="list-style-type: none"> - Customer satisfaction 	Black	Red	Red	Green	Green	
<ul style="list-style-type: none"> - Value for money / cost effectiveness 	Black	Red	Red	Green	Green	
<ul style="list-style-type: none"> • Use of project management methodologies (e.g. PRINCE2) 	Red	Red	Green	Green	Green	
<ul style="list-style-type: none"> • Establishment of e-skills training programme for staff (e.g. European Computer Driving Licence) 	Green	Green	Green	Green	Green	
<ul style="list-style-type: none"> • Use of networked technologies to support e-learning 	Black	Red	Red	Red	Red	

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).

BVPI 157 Interaction Type	Actual		Forecast		
	2001/2	2002/3	2003/4	2004/5	2005/6
Providing information: <ul style="list-style-type: none"> • Total types of interaction e-enabled • % e-enabled 	N/A	3 2.62%	111 31.68%	67 49.21%	194 100%
Collecting revenue: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	N/A	1 60%	0 60%	1 80%	1 100%
Providing benefits & grants : <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	N/A	0 0%	2 20%	5 70%	3 100%
Consultation: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	N/A	2 4.65%	4 13.95%	13 44.19%	24 100%
Regulation (such as issuing licences): <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	N/A	0 0%	3 4.69%	3 9.38%	4 100%
Applications for services: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	N/A	1 0.41%	35 14.94%	44 33.2%	161 100%
Booking venues, resources & courses: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	N/A	0 0%	1 5.56%	4 27.78%	13 100%
Paying for goods & services: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	N/A	0 0%	0 0%	16 33.33%	32 100%
Providing access to community, professional or business networks: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	N/A	2 7.5%	16 47.5%	9 70%	12 100%
Procurement: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled 	N/A	0 0%	1 14.29%	6 100%	0 100%
<ul style="list-style-type: none"> • TOTAL: TYPES OF INTERACTION E-ENABLED • % E-ENABLED 	N/A	9 2.21%	173 22.38%	168 41.96%	444 100%

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.

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.

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 e-enabled payment transactions accepted via website Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via website 	368 51 0.8 0	550 82 0.7 0	892 128 0.7 0.2	1026 150 2.2 0.3	1180 176 2.7 0.4	Girobank billpay has been available via Babergh's website for debit card holders since 2001/02. Full web facilities coming online from early 2004 will increase throughput. The figures follow a trend from similar Councils (e.g. Harrow and South Oxfordshire).
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 payment transactions accepted by telephone Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via telephone 	0 0.8	3.7 1	7 1.1	16 1.2	24 1.5	Cardholder not present transactions have been accepted by telephone since Feb 2002. Online intranet capability will be brought online in Jan 2004. Note: By far, the majority of our abandoned vehicle reports are by phone. We have not extrapolated large growth based on the falling price of scrap metal and the legislation on recyclable parts of vehicles.
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 payment transactions accepted via personal contact Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via personal contact 	0 0	1 0	2 0	2.5 0	3 0	Card Payments taken starting 02/03.
Other Electronic Media <i>(e.g. BACS, text messaging):</i> <ul style="list-style-type: none"> 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 	277 0	297 0	306 0	320 0	325 0	High Direct Debit take up as the result of promotional campaigns. 71.58% Council Tax, 64.58% Business Rates, 34% Housing Rents. Paper based bank inpayment facility being withdrawn from April 2004 involving around 2000 Council Taxpayers. Anticipated 50% may switch to D/D as a result.
Non Electronic <i>(e.g. cash office, post)</i> <ul style="list-style-type: none"> 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 	92.5 0	83.4 0	72 0	60 0	50 0	

4. 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.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 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	3	5		Currently engaged on website rebuild and Suffolk Portal.
Smart cards	3	4	5		Monitoring local pilot "Suffolk Key".
Interactive Digital TV	1	4	5		Originally engaged in Suffolk pathfinder, project aborted in favour of National Project. Valuable experience gained for the future.
Mobile Technology (i.e. for home/site visits)		2	1		Subject being investigated. Working party formed.
Telemetry (i.e. remote, real time & signalling)		2	-		System in place for sheltered housing schemes.
Customer Relationship Management (CRM)	2	2	4		Being examined in partnership with West Suffolk LSP.
Knowledge Management	2	3	-		Currently investigating. Initially in regard to FOI and Front/Back Office integration.
Workflow	2	2	-		Currently investigating. Funding in place in 2003/4 budget.
e-Procurement	2	3	-		Currently investigating, working party formed in conjunction with Suffolk County Council.
Schools admissions		N/A	N/A	N/A	N/A
Local Planning Services	2	4	4		Engaged with the Planning Portal.
Electronic exchange of property information with Valuation Office Agency (VOA) for Council Tax & Business Rates			4		Babergh's NLPG project is a key priority, enabling the effective linking and maintenance of property data, enabling us to exchange data with VOA. Valuebill hasn't been any great help or significance in that process.
Working with business		4			Enabling "start-up" units and help with Broadband bids.
Crime reduction / youth offending		4	4		Being examined in partnership with LSPs and SAGP.
Claiming benefits		4	3		Being examined in partnership with LSPs and SAGP.
Local e-Government Standards & Accreditation	2	4	4		Being examined in partnership with SAGP
Fire Services		N/A	N/A	N/A	N/A
Trading standards		N/A	N/A	N/A	N/A
Multi Agency Information Sharing	2	4	4		Being examined in partnership with LSPs and SAGP.
e-Democracy		2	-		Have previously investigated but delayed due to costs and no guarantee of improved turnout.

5. 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):

Resources	Actual (£'000s)		Forecast (£'000s)			Comment
	01/2	02/3	03/4	04/5	05/6	
<ul style="list-style-type: none"> £200,000 IEG money in 2002/3 and 2003/4 	0	200	200	200	200	Babergh sees the continued funding of e-government projects in this way as essential. If funding stopped, it would mean a large increase in Council Tax to ensure completion of e-government program by 2005.
<ul style="list-style-type: none"> financial contributions from EU funding 	0	0	0	0	0	Investigating DWP Match Funding.
<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	156.25	0	0	Partnership funding for SAGP currently totals £850,000 (/8 principal partners = £106,250 each). Partnership funding for Western Suffolk ISP currently totals £200,000 (/4 principal partners = £50,000 each).
<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	177.8	255.4	215.0	215.0	
<ul style="list-style-type: none"> other resources (e.g. training) (please specify) 	0	0	0	0	0	
Sub total	0	377.8	611.65	415.0	415.0	
<ul style="list-style-type: none"> less current and projected savings produced from e-government investment 	0	0	0	0	0	Definitive savings not available for publication. Benefits only demonstrable through service improvements and updated systems. Future projects will require monitoring of savings/improvements against stated objectives.
TOTAL	0	377.8	611.65	415.0	415.0	

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/lqih

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.