

## Implementing Electronic Government 4 Submission

### Local Context

2004 has been an impressive and productive year for e-Government at Oxford City Council. The Customer Contact Strategy has had a big impact on the way that our customers do business with us and similarly, our IEG projects will vastly improve the efficiency and effectiveness of the Council's services delivery capability. In support of these projects Oxford City Council has also invested in sending the IEG project managers on Prince2 training (a project management methodology that has now been adopted corporately) to improve the Councils' ability to deliver these IEG projects.

The key IEG projects and their drivers are listed below:

### CRM

In order to achieve the ODPM's mandatory requirement of "*systems should be in place to ensure effective and consistent customer relationship management across access channels*" Oxford City Council has chosen its' strategic partner to help us deliver an efficient and effective solution and the Customer Relationship Management (CRM) system implementation process has already commenced. CRM will be implemented in two phases; phase 1 in the Customer Services unit and at City Works (Street Scene unit) by March 2005. A corporate business process mapping exercise, which will highlight how the Council can improve the customer experience, will facilitate phase 2.

The Council expects CRM to deliver multiple benefits, some of which are listed below:

- Consistent corporate customer delivery across all communication channels
- Promotion of social inclusion through the marketing of Council Services
- Increase customer satisfaction within the benefits office to 81% in line with the CPA improvement plan
- Delivery of a seamless joined-up service within the Council and alongside partners and community groups
- Productivity gains through a significant reduction in training time and external costs
- Increased customer and employee satisfaction

## IEG Infrastructure

A major obstacle for the Council in meeting its' IEG requirements is the inability to provide secure remote access to its systems. The Council has therefore decided to invest some of its IEG money in improving the ICT remote access infrastructure to enable both home and mobile working. This project also vastly improves communications between the Council and it's outlying offices. Mobile working will increase the productivity of remote users, but more importantly it promotes increased customer service by allowing staff to resolve queries off site.

Expected benefits include:

- Housing Benefits Officers visiting vulnerable claimants in their homes and having access on-line to all of the relevant information, thereby reducing the length of time it takes to complete a claim
- Building Control Officers being able to review plans and update information whilst out on a client site, thereby reducing the number of site visits needed.
- Environmental Health Officers easily accessing information when visiting premises out of hours.
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The implementation dates for this project are:

- Mid November – Rollout of Microsoft Outlook 2003
- Mid November – Installation of BT Broadband in remote sites
- Mid December – Infrastructure in place for remote and mobile working
- Mid December – Pilot phase for Members, remote sites and mobile users
- Early January – Pilot evaluation complete
- Early January – Roll out of kit to Members, remote users and mobile users
- February – Project closure

## Kiosks

Oxford City Council has procured 3 kiosks in order to pilot another access channel. The kiosks will be placed in 3 different sites allowing customers to access either site related information (for example, if placed in a leisure centre, the customer can gain

access to leisure related information such as safe warm up exercises or details on local sports clubs and courses), Oxford City Council transactional website (for example, using the kiosk to report a housing repair) or general information about the Council. One of the kiosks will be placed in Oxford's Citizens Advice Bureaux, increasing the level of partnership working between the 2 organisations. Advisors will be able to use the kiosks to fill in forms with their clients, therefore reducing the need for the client to make a further visit to the Council. The kiosks will promote social inclusion, giving more people access to the Internet.

The kiosks will be in place in December 2004

### Oxford City Council Website

The final and most advanced project in our IEG Programme is the implementation of a new website and intranet.

A lot of time, consultation and thought have gone into the building of the Council's new website. An enhanced content management system (information based website) allows the user to find exactly what they want faster and the transactional capability of the site will be greatly improved, which will contribute to the Council's Best Value Performance Indicator 157 score.

The first phase, content management system will be live on the 9<sup>th</sup> November 2004 and a complete suite of transaction facilities will be available January 2005.

### Promotion of Social Inclusion

In parallel to the capital spend, Oxford City Council has chosen to financially support the city's UKOnline centres. Working in partnership with the Community Learning Support Unit at Oxfordshire County Council we have enabled the centres to continue to provide free ICT training to members of the community. This training has been proved to build peoples confidence and in many cases it has helped them back into the workplace.

Oxford City Council has also been successful in applying for funding to build an ICT learning centre at City Works. This centre will concentrate on enabling employees to become ICT literate and improve their personal development prospects.

Outcome & Transformation Area Description	Current status	Anticipated Status at 31/03/05	31/12/05	31/03/06	Comment
<b>R1</b> Parents to apply online for school places for children for the 2007 school year. The admissions process starts about a year before the beginning of the school year, e.g. September 2006 for 2007 entry	<b>Red</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	Oxford City Council will deep link to the admissions website, provided by Oxfordshire County Council when they make this service available.
<b>R2</b> Online access to information about educational support services that seek to raise the educational attainment of Looked After Children	<b>Red</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	Deep links will be made to this information on the County web pages.
<b>G1</b> Development of an admissions portal and / or e-enabled telephone contact centre to assist parents, carers and children in their choice of, and application to local schools	<b>Red</b>	<b>Red</b>			Oxfordshire County Council do not yet have an admissions portal, however when this service is in place, Oxford City Council will provide deep links to this service.
<b>R3</b> One stop direct online access and deep linking to joined up A-Z information on all local authority services via website or shared telephone contact centre using the recognised taxonomy of the Local Government Category List	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	This service is provided through the Oxfordshire Gateway, the Oxon councils shared portal.
<b>R4</b> Local authority and youth justice agencies to co-ordinate the secure online sending, sharing of and access to information in support of crime reduction initiatives in partnership with the local community	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	The Oxford Safer Communities website facilitates this priority. There is a secure log-on area dedicated to partners so that they can access/share and send information.

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<b>G2</b> Empowering and supporting local organisations, community groups and clubs to create and maintain their own information online, including the promotion of job vacancies and events	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	Oxfordshire Community Information Database enables this priority. Groups can maintain their own entries and have urls on their page entry. This service does not currently enable the advertisement of job vacancies.
<b>R5</b> Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	This is available to the public on Oxford City Councils website. Management of the website is the responsibility of a web editor, who ensures regular content updates.
<b>R6</b> Providing every Councillor with the option to have an easy-to-manage set of public web pages (for community leadership purposes) that is either maintained for them, or they can maintain themselves	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	Each Councillor has their own page on the Councils website. The page contains a minimum of their contact details, surgery dates and general information.
<b>G3</b> Citizen participation and response to forthcoming consultations and decisions on matters of public interest (e-consultation), including facility for citizens to sign up for email and / or SMS text alerts on nominated topics	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	Oxford City Council holds regular consultation on topical local issues and provides citizens with the ability to feedback their opinions to the Council. An SMS pilot is being carried out in the housing unit and it is aimed at tenants.
<b>G4</b> Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video and audio files)	<b>Red</b>	<b>Red</b>	<b>Amber</b>	<b>Amber</b>	The website team is still establishing a need for this. A decision will be made in March '05.
<b>R7</b> Online public reporting/applications, procurement and tracking of environmental services, includes waste management and street scene (e.g. abandoned cars, graffiti removal, bulky waste removal, recycling)	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	Forms are available on the website to facilitate this priority. It will be further enhanced by the implementation of a CRM system in '05/'06

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<b>R8</b> Online receipt and processing of planning and building control applications	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	This is available via Oxford City Council's planning website.
<b>G5</b> Public access to corporate Geographic Information Systems (GIS) for map based data presentation of property-related information.	<b>Amber</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	Available to citizens through accessing the digital local plan. A PID has been written which details how the Council plans to move towards this priority.
<b>G6</b> Sharing of Trading Standards data between councils for business planning and enforcement purposes	<b>Amber</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	There is no formal way of electronically sharing this data, although information is shared on an ad-hoc basis. Further work is needed to formalise this process.
<b>G7</b> Use of technology to integrate planning, regulation and licensing functions (including Entertainment Licensing and Liquor Licensing) in order to improve policy and decision making processes around the prevention of anti-social behaviour	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	This will be achieved using a Uniform module, which is planned to go live in February.
<b>R9</b> Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment	<b>Amber</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	This is in place for areas such as stationary and cleaning materials. The Councils procurement strategy has been written and details how the authority will move towards this priority.
<b>G8</b> Establishment of a single business account (i.e. a cross-departmental "account" run by the local authority whereby businesses are allocated a unique identifier that can be stored and managed via a corporate CRM account facility supporting face-to-face, website and contact centre transactions)	<b>Amber</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	A module that enables this priority will be available through our selected CRM solution. Consultation is to take place with SME's to establish how they can link up to this.
<b>G9</b> Regional co-operation on e-procurement between local councils	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	Oxford City Council actively participates on the partnership e-Procurement working group.

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<b>R10</b> Online facilities to be available to allow payments to the council in ways that engender public trust and confidence in local government electronic payment solutions (e.g. email receipting/proof of payment, supply of automatic transaction ID numbers)	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	A new e-payments system is being built into the new website and will be available with authentication in January '05.
<b>R11</b> Delivery of "added value" around online payment facilities, including ability to check Council Tax and Business Rate balances online or via touch tone telephone dialling	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	Citizens can do this on the new Oxford City Council website.
<b>G10</b> Demonstration of efficiency savings and improved collection rates from implementation of e-payments	<b>Amber</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	A review is planned to accurately establish how much has been saved by the implementation of this module.
<b>G11</b> Registration for Council Tax and Business Rates e-billing for Direct Debit payers	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	This will be available next year.
<b>R12</b> Online renewal and reservations of library books and catalogue search facilities	<b>Red</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	Deep links will be provided on Oxford City Councils website to the County's libraries pages.
<b>R13</b> Online booking of sports and leisure facilities, including both direct and contracted out operations	<b>Red</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	A budget is being established by leisure to achieve the benefits listed in the business case supporting this priority.
<b>G12</b> Integrated ICT infrastructure and support to ensure the consistent delivery of services across all access channels (e.g. web, telephone, face to face)	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	A CRM solution has been chosen that will facilitate this priority. Implementation will have been achieved by the end of March '05. Smart Cards are not a priority for this authority

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<b>R14</b> Online facilities to be available to allow the public to inspect local public transport timetables and information via available providing organisation, including links to “live” systems for interactive journey planning	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	Deep links are available to this information from the Councils website.
<b>R15</b> Online public e-consultation facilities for new proposals on traffic management (e.g. controlled parking zones, traffic calming schemes), including publication of consultation survey results	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	Specific consultation pages are in place with a quick poll facility if required. Results to all consultation is published on these pages.
<b>G13</b> E-forms for “parking contravention mitigation” (i.e. appeal against the issue of a penalty charge notice), including email notification of form receipt and appeal procedures.	<b>Amber</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	This will be provided for Oxford City Council run car parks. A deep link will be provided to the relevant County pages.
<b>G14</b> GIS based presentation of information on roadworks in the local area, including contact details and updated daily	<b>Amber</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	When Oxfordshire County Council have this capability, Oxford City Council will link to it.
<b>R16</b> E-enabled “one stop” resolution of Housing and Council Tax benefit enquiries via telephone, contact centres, or via one stop shops using workflow tools and CRM software to provide information at all appropriate locations and enable electronic working from front to back office	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	There is a dedicated phone team in operation, however, the CRM solution will be implemented in this area by March '05.



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<b>R17</b> Online facilities to be available to allow citizens or their agents to check their eligibility for and calculate their entitlement to Housing & Council Tax Benefit and to download and print relevant claim forms	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	This facility is available on the new website.
<b>G15</b> Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens homes	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	The infrastructure that will allow this is currently being built. The technology to enable this will be rolled out by March '05.
<b>R18</b> Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	This is currently available for the Councils Homelessness service and will be expanded further.
<b>R19</b> Remote web access or mediated access via telephone (including outside of standard working hours availability) for authorised officers to information about individual "care packages", including payments, requests for service and review dates	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	Available for the Homelessness Service, looking to expand this service further.
<b>G16</b> Systems to support joined-up working on children at risk across multiple agencies	<b>Red</b>	<b>Red</b>	<b>Amber</b>	<b>Green</b>	This is being explored within the Oxon e-Government partnership.
<b>G17</b> Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	This will be achieved through the use of mobile technology.
<b>R20</b> Email and Internet access provided for all Members and staff that establish a need for it	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	This is in place.

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<b>R21</b> ICT support and documented policy for home/remote working (teleworking) for council members and staff	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	The infrastructure to support this will be fully operational by January '05. The Human Resources Unit are currently researching a home-working policy.
<b>R22</b> Access to home/remote working facilities to all council members and staff that satisfy the requirements set by the Council's published home/remote working policy	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	Please see above.
<b>G18</b> Establishment of e-skills training programme for council members and staff with recognised basic level attainment (e.g. European Computer Driving Licence, British Computer Society Qualification e-citizen)	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	The ECDL is available to all staff that establish a need for the qualification.
<b>R23</b> Self-service or mediated access to all council services outside standard working hours via the Internet or telephone contact centres (i.e. available for extended hours outside of 9am-5pm Monday to Friday)	<b>Amber</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	This is already for some services (e.g. cash office) and the Council is assessing the need to extend this service further.
<b>R24</b> Implementation of a content management system (CMS) to facilitate devolved web content creation and website management	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	This was launched on November 8 <sup>th</sup> , 2004
<b>G19</b> Adoption of ISO15489 methodology for Electronic Document Records Management (EDRM) and identification of areas where current records management policies, procedures and systems need improvement to meet the requirements of Freedom of Information (FOI) and	<b>Amber</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	This priority is currently being worked towards. Prince2 documentation sets out our plans to achieve this.

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Data Protection legislation					
<b>G20</b> Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility.	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	This was one of the criteria considered when building the new Council website.
<b>G21</b> Compliance with Government Interoperability Framework (e-Gif), including the Government Metadata Standard (e-GMS)	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	The Council is working towards both standards. Any new items that are procured, all adhere to e-Gif. e-GMS has been adopted.
<b>R25</b> Online publication of Internet service standards, including past performance and commitments on service availability	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	These standards are currently being considered as part of a bigger information management strategy and within the FOI requirements.
<b>R26</b> Monitoring of performance of corporate website, or regional web portal, between 2003/04 and 2005/06 in order to demonstrate rising and sustained use, as measured by industry standards including page impressions and unique users	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	This is facilitated by the company that supplies our website.
<b>G22</b> Establishment of internal targets and measures for customer take-up of e-enabled access channels	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	Please see R25, this is being considered as part of the above project and also within the CRM implementation.
<b>G23</b> Adoption of recognised guidelines for usability of website design	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	The Web Editor ensures that the guidelines are adhered to.
<b>R27</b> Systems in place to ensure effective and consistent customer relationship management across access channels and to provide a "first time fix" for citizen and business enquiries, i.e. using a common database, which holds customers records, to deliver services across different channels, and enabling	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	The CRM solution that will facilitate this will be operational in the pilot areas by March '05.

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joined up and automated service delivery					
<b>R28</b> All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response	Amber	Green	Green	Green	This will be achieved through CRM and through authentication tracking on the website.
<b>R29</b> 100% of email enquiries from the public responded to within one working day, with documented corporate performance standards for both email acknowledgements and service replies	Amber	Amber	Green	Green	This target is being worked towards by the authority.
<b>G24</b> Integration of customer relationship management systems with back office activity through use of enabling technology such as Workflow to create complete automation of business process management	Amber	Green	Green	Green	This will begin to be achieved by March '05.
<b>G25</b> Facilities to support the single notification of a change of address, i.e. a citizen should only have to tell the council they have moved on one occasion and the council should then be able to update all records relating to that person to include the new address	Amber	Green	Green	Green	This will be able to be facilitated through the e-Citizen module of the CRM system.

### Change Management (self-assessment)

*Authorities are asked to provide information on advisory good practice outcomes relating to the internal organisation and management practices of the council that are required to help deliver the people, systems and service management changes necessary for e-government. Information supplied here will be used to inform national policy, but does not fall within the remit of the December 2005 target.*

<ul style="list-style-type: none"> <li>Appointment of people to the following key local e-government functions in your Council.</li> </ul>					
i) Member & officer e-champions	Green	Green	Green	Green	Officer e-champion – Mark Luntley Member e-champion – Councillor Price
ii) e-government programme manager	Green	Green	Green	Green	Programme Manager – Chris Brooke
iii) customer services mgmt	Green	Green	Green	Green	Customer Services Manager – Ian Barrett
<ul style="list-style-type: none"> <li>Inclusion of competency development of the above key functions and training for staff affected by e-Government projects, within the Council's workforce development planning</li> </ul>	Green	Green	Green	Green	Member and staff training is carried out on a regular basis
<ul style="list-style-type: none"> <li>Establishment of an e-delivery board</li> </ul>	Green	Green	Green	Green	There is an e-Government Steering Group, that meets on a monthly basis

<ul style="list-style-type: none"> <li>• Use of formalised programme &amp; project mgmt methodologies (e.g. Prince2) to support e-delivery programme</li> </ul>	Green	Green	Green	Green	Business Systems use Prince2 project management methodology. This approach to project management will be rolled out corporately.
<ul style="list-style-type: none"> <li>• Documentation/agreement of corporate risk management strategy for roll out of local e-government, including regular review of risk mitigation measures</li> </ul>	Green	Green	Green	Green	This is an integral component of Prince2.
<ul style="list-style-type: none"> <li>• Use of customer consultation/research to inform development of corporate e-government strategy</li> </ul>	Green	Green	Green	Green	Partnership consultation has taken place. Specific consultation has been held within the "Your Oxford" publication and via the website. The UKonline centres are a ready source of consultees.
<ul style="list-style-type: none"> <li>• Establishment of policy for addressing social inclusion within corporate e-government strategy</li> </ul>	Green	Green	Green	Green	Oxford City Council is a partner in the delivery of Oxfords UKonline centres, which provide ICT opportunities for those who find it difficult to access ICT.
<ul style="list-style-type: none"> <li>• Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework</li> </ul>	Red	Amber	Green	Green	
<ul style="list-style-type: none"> <li>• Establishment of partnerships for joint (aggregated) procurement of broadband services</li> </ul>	Black	Black	Black	Black	This project is not applicable for Oxford City Council
<ul style="list-style-type: none"> <li>• Appointment of officer(s) to</li> </ul>	Green	Green	Green	Green	Appointed Officer – Chris Brooke

<p>lead on corporate governance of information assets and information legislation (e.g. FOI)</p> <ul style="list-style-type: none"> <li>Engagement with intermediaries re addressing issues of take up and efficiency in the delivery of e-government services (e.g. CAB)</li> <li>Compliance with BS7799 on information security management</li> <li>Implementation of Benefits Realisation Plan for delivery of local e-government programme strategic objectives</li> <li>Completion of mapping of BVPI 157 services against approved security levels (0-3)</li> <li>Planned compliance to HMG Security and authentication frameworks</li> <li>Compliance with an independent trust scheme approval process designed to provide assurance for individuals and companies</li> </ul>	<p>Amber</p> <p>Green</p> <p>Green</p> <p>Red</p> <p>Amber</p> <p>Amber</p>	<p>Amber</p> <p>Green</p> <p>Green</p> <p>Red</p> <p>Amber</p> <p>Amber</p>	<p>Green</p> <p>Green</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>The Citizens Advice Bureaux are included in a kiosk project, due for implementation in December '04.</p> <p>We have an information security management policy</p> <p>This is split into a number of initiatives involving business plans and managed by a steering group.</p> <p>This may be considered during the 05/06 update on this BVPI.</p> <p>This is being worked towards</p> <p>Penetration tests are planned</p>
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<p>using or relying upon e-business transactions</p> <ul style="list-style-type: none"> <li>• Use of Government Gateway to support:</li> </ul> <p>i) personalisation &amp; registration for services categorised at security level 0</p> <p>ii) citizen &amp; business authentication for services categorised at security levels 1-3</p> <p>iii) authentication of employees for cross agency services</p> <p>iv) corporate approach to collection of e-payments</p> <p>v) cross agency secure transactions (Government to Government)</p>	Red	Red	Red	Amber	There are no current plans to use the Government Gateway for any of these purposes. However, should the use of the Gateway become mandatory, Oxford City Council will review it's plans.
<ul style="list-style-type: none"> <li>• Government Gateway back-office connection in place</li> </ul>	Green	Green	Green	Green	This is in place for both Oxford City Council website and the Gateway.
<ul style="list-style-type: none"> <li>• Connection to Directgov from corporate website and partnership portals</li> <li>• Compliance with Freedom of Information Act 2000, including responding to requests for information from individuals within a reasonable time period</li> </ul>	Amber	Green	Green	Green	We will be fully compliant by January 2005



<ul style="list-style-type: none"> <li>Regularly maintained link from Local Land &amp; Property Gazetteer (LLPG) to National Land &amp; Property Gazetteer (NLPG)</li> </ul>	Green	Green	Green	Green	In place
<ul style="list-style-type: none"> <li>Connection to National Land Information Service (NLIS) at Level 3</li> </ul>	Green	Green	Green	Green	In place
<ul style="list-style-type: none"> <li>Introduction and maintenance of an online service directory for Children's services for professionals working with children &amp; young people, and allowing public access where possible</li> </ul>	Red	Red	Amber	Amber	We will provide links to this when Oxfordshire County Council offer this service. There is an online directory containing childrens play information on Oxford City Councils website.

## BVPI 157

BVPI 157 Interaction Type	Actual			Forecast	
	2001/2	2002/3	2003/4 <sup>1</sup>	2004/5	2005/6
<b>Providing information:</b>	No Figure	137	250		
<ul style="list-style-type: none"> <li>• Total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	39%	75%	75%	98%	100%
<b>Collecting revenue:</b>	No figure	23	8		
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	8%	28%	83%	90%	100%
<b>Providing benefits &amp; grants:</b>	No Figures	17	0		
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>		40%	0%	50%	100%
<b>Consultation:</b>	No Figure	28	8		
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	82%	44%	47%	80%	100%
<b>Regulation (such as issuing licences):</b>	No Figures	29	38		
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>		71%	100%	90%	100%
<b>Applications for services:</b>	No Figure	50	112		
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	3%	49%	73%	70%	100%
<b>Booking venues, resources &amp; courses:</b>	No Figure	11	4		
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	7%	43%	50%	60%	100%
<b>Paying for goods &amp; services:</b>	No Figure	8	3		
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	63%	37%	8%	60%	100%
<b>Providing access to community, professional or business networks:</b>	No Figures	41	4		
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>		42%	50%	90%	100%
<b>Procurement:</b>	No Figures	11	3		
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>		40%	75%	60%	100%
<ul style="list-style-type: none"> <li>• <b>TOTAL: TYPES OF INTERACTION E-ENABLED</b></li> <li>• <b>% E-ENABLED</b></li> </ul>	No Figure	355	430	550	
	33.8%	47%	69%	88%	100%

This table shows how far Oxford City Council is towards achieving 100% e-enablement

## Access Channel Take-Up

E-enablement & Main E-Access Channel Take-Up	FORECAST ('000s)					Comment
	03/04	04/05	05/06	06/07	07/08	
<b>Local Service Websites</b> <ul style="list-style-type: none"> <li>• Page impressions (annual)</li> <li>• Unique Users (annual)</li> <li>• Number of e-enabled payment transactions accepted via the website</li> <li>• Number of change of address notifications accepted via telephone</li> </ul>	14302128 2943501 1800  0	Currently 17567759 3615468 1500  76	20000000 5000000 2500  300	20000250 5025000 3000  400	2000999 5050000 5000  500	There will be a comprehensive marketing plan carried out to promote the new website. This should boost take-up even further.
<b>Telephone</b> (i.e. telephone interactions where officers can access electronic information and/or update records on-line there & then, including interactions in contact centres) <ul style="list-style-type: none"> <li>• Number of e-enabled payment transactions accepted by telephone</li> <li>• Number of change of address notifications accepted via telephone</li> </ul>	16,632  No figures	17,500  No figures	18,000  500	18,250  600	18,500  650	Despite the conservative prediction of 6000 payment transactions for ¾, the take-up of this service has been very pleasing. Telephone change of address notifications will be monitored from March by CRM.
<b>Face to Face</b> (i.e. front-line operations where officers can access electronic information and/or update records online there and then, including interactions at reception desks, One Stop Shops & Home visits) <ul style="list-style-type: none"> <li>• Number of e-enabled payment transactions accepted via personal contact</li> <li>• Number of change of address notifications accepted via other electronic media</li> </ul>	No figures	No figures				The customer service unit receive over 80,000 face to face enquiries per year, however, as part of the customer contact work, this figure will be broken down further.
<b>Other Electronic Media (e.g BACS, texts)</b> <ul style="list-style-type: none"> <li>• Number of e-enabled payment transactions accepted via BACS or other electronic form</li> <li>• Number of change of address notifications accepted via other electronic media</li> </ul>	40850  No figures	23927  No figures	55000	60000	65000	This has not been taken up at the rate expected, partly because the plan to stop cheque payments to some customers has not been carried out. This will be enforced next financial year.
<b>Non Electronic (e.g. cash office, post)</b> <ul style="list-style-type: none"> <li>• Number of payments accepted by cheque or other non-electronic form</li> <li>• Number of change of address notifications accepted via non-electronic form</li> </ul>	143,045  No figures	165,100  No figures	150,000	130,000	120,000	This figure is expected to decline due to the further promotion of telephone and website payments services.

### Local e-Government Implementation Expenditure

Councils are asked to provide a summary of current and forecast expenditure on implementing electronic government up to 2007/08. This should include the standard elements in the table below and brief commentary on the use of IEG money. For 2005/06 onwards, please include best estimates of revenue and capital expenditure even though the council may not yet have officially approved the budgets.

	Actual (£'000s)		Forecast	(£'000s)		Comment
Programme Resources	01/02 to 03/04	04/05	05/06	06/07	07/08	
• IEG capital grant	400	350	150			
• Your council's nominal pro rata share of ODPM Local e-Government Partnership Programme capital grant allocated in your area	74	0	0	0	0	
• Financial contribution from public-private partnerships	0	0	0	0	0	
• Resources being applied from internal revenue and capital budgets to implement e-government	200	335	275	175	75	This includes the e-Government manager post, IEG project management costs, money from building control and the IEG revenue budget.
• Other resources (e.g. training – please specify)	10	20	20	20	20	Includes ECDL, Prince2, IEG Infrastructure, website & CRM training.
• ODPM e-Innovations Fund capital grant	0					We intend to apply for this funding during the next round.

	<b>Actual (£'000s)</b>		<b>Forecast</b>	<b>(£'000s)</b>		<b>Comment</b>
<ul style="list-style-type: none"> <li>Financial contributions from other sources of gvmnt funding such as the Invest to Save budget (ISB), EU funding</li> </ul>	40					Contribution to planning, for the improvement to their service
<b>Total</b>	<b>724</b>	<b>705</b>	<b>445</b>	<b>195</b>	<b>95</b>	

### Local e-Government Programme Efficiency Gains

In order to justify corporate investment in local e-government, it is important to ensure that the benefits will outweigh the costs. In this regard, councils are asked to provide best estimates of efficiency gains arising from the implementation of local e-government.

Efficiency Gains	Actual 01/02 to 03/04	Forecast (£'000s)				Notes
		04/05	05/06	06/07	07/08	
a) cash releasing efficiency gains						
e-Procurement of which:						
➤ Achieved through reductions in prices	0	0	250	400	400	
➤ Other gains from e-procurement	0	0	20	40	40	
Corporate support (back office), of which:						
➤ e-recruitment	0	0	7	10	14	
➤ e-payments	0	0	14	21	28	
Other corporate support gains	0	0	28	42	56	
Transactional services	0	0	300	600	700	
Productive time	0	0	400	600	700	
<b>Sub total for cash releasing efficiency gains</b>	0	0	<b>1019</b>	<b>1713</b>	<b>1938</b>	

<b>b) Non cash releasing efficiency gains</b>						i.e. quality benefits to the organisation or enhanced outputs for the same cost.
Non cash benefits						<ul style="list-style-type: none"> <li>• Members and council staff will have greatly improved access to applications/files/email resulting in a higher level of customer support</li> <li>• Consistent corporate customer service delivery access channels</li> <li>• Customers can access all services through their preferred channel</li> <li>• Promotion of social inclusion</li> <li>• Ability to plan council services based on customer requirements</li> <li>• Delivery of a seamless joined-up services within the council &amp; alongside partners and community groups</li> </ul>
<b>Total Efficiency Gains Gross</b>	<b>0</b>	<b>0</b>	<b>1019</b>	<b>1713</b>	<b>1938</b>	
Less e-government implementation expenditure	200	335	275	175	75	
<b>Total efficiency gains - Net</b>	<b>-200</b>	<b>-335</b>	<b>744</b>	<b>1538</b>	<b>1863</b>	