

# IMPLEMENTING ELECTRONIC GOVERNMENT STATEMENT 2003



## Priority Services

Bradford Metropolitan District Council (BDMC) has six service-focused corporate priorities and one cross-cutting priority, derived from consultation with our customers and communities, and designed to ensure we contribute to the delivery of the District's Community Strategy.

### Corporate Priority: Customer Services and eGovernment

The corporate **Performance Management Database** has been established as a tool to help managers not only measure and monitor the performance of their services but target and plan their services more effectively. This internally developed system improves the transparency and accountability of our services to the public, and we are currently planning to link strategic goals, policies and plans so that it is possible to drill down all information showing a decision-making and performance management chain.

The **bdirect** suite of projects brings together public and voluntary services across the District. At its heart is a services directory built around the LAWS model, the *bdirectory*. This provides CRM functionality for multi-agency staff in the OSS; powers the extensive, intuitive search facility and FAQs on the self-service website; and provides online support for the corporate call centre, Council Contact.

The multi-agency OSS will soon be supplemented with a second in Keighley, where the video conferencing link in the City Centre OSS, which won an award from the Association for Public Service Excellence, will be replicated. The *bdirect* local services website has also provided a proof of concept for the next phase of the bradford.gov website redevelopment.

Underpinning this work is a series of **Customer First** initiatives, designed to train frontline staff and empower them to harness the potential of new technologies, systems and processes.

### Priority Service: Raising School Standards (Corporate Priority: Young People and Education)

The **Active Citizenship** project aims to link the citizenship curriculum with young people's participation in their local community through web-based consultation and partnership work between schools, the Council and Bradford and Keighley Youth Parliament.

[www.bkyouthparliament.com/home.htm](http://www.bkyouthparliament.com/home.htm)

**Bradfund** is a web-enabled resource that provides schools with information on available funding and assistance with application forms. It is based on partnership work amongst a number of agencies, including local business.

Other relevant initiatives include evening homework clubs give students access to Council ICT suites to develop learning skills.

### Priority Service: Improving the quality of life of young people, families at risk, and older people. (Corporate Priority: Improving social care for vulnerable people)

**IRS (Identification Referral Service)** is a new initiative that brings together education, health, social services and other agencies, to work in partnership to provide improved co-ordinated services for children, young people and families. The aim is to provide a quicker more effective response when children and families need support.

The **Children's Information Link** provides a web-enabled database with information on

childcare and early years education providers, children's activities and family support services that can be accessed by anyone in the community with access to a computer. A separate child friendly interface will be created by March 2004. Free and comprehensive information about where to find childcare, early years education, children's activities and family support services in the Bradford District.

Priority Service: Promoting healthier communities by targeting key services, such health and housing

Our Corporate Customer Services Department is currently working with education partners to develop a **Full School Service** at Farham First School. This will bring together social and health care, welfare and learning providers, and advisors will be able to access the *bdirectory*. The aim is to provide a multi-agency service supported by Internet and video conferencing.

With Bradford Vision, the District's Strategic Partnership, the Council is developing **bradfordinfo.com**, which will include a database containing the results of all major consultations carried out in the District; the consultation calendar; and the results of the 2001 census. This is designed to help multi-agency planning, to target services and resources in areas of need.

Priority Service: Creating safer and stronger local communities. (Corporate Priority: Safer and more cohesive communities)

West Yorkshire Youth Offending Teams have developed a joint project, supported by the Learning & Skills Council, to ensure that young people being released from custody have basic skills. Services are targeted across the sub-region through the use of a relational database. This is complemented by **Focus on Media**. The YOTs again use a database with a wealth of information to target disaffected young people and encourage them to take part in multi-media training to become more socially competent.

**Safer Communities Statistics** is a web-enabled GIS/database statistics system, addressing information needs of the crime reduction and community safety agenda, including graphs, tables and maps showing crime trends and hotspots. This project aims to increase awareness of community safety issues, and to help to reduce of fear of crime by engaging the public in safer community issues. It enables Council and partner safer community officers to plan, evaluate and monitor projects.

Priority Service: Transforming our local environment. (Corporate Priority: Improving Waste Management and the Environment)

BDMC has an active role in the **Planning Portal**, a national initiative with two main themes – (1) Providing an interactive Unitary Development Plan for Bradford District on-line and (2) enabling the Local Planning authority to receive planning applications on-line. It will improve access to service and ease application submission, and provide out-of-hours access to customers who will be able to interrogate databases.

Waste Management Vehicle Tracking System is being implemented for bulk refuse and cleansing transits, to improve customer services, and serve as a management tool. Wide screen TVs will be installed in each depot with a map facility and the vehicle will be tracked on the map, so that customer requests - for example, to tackle fly tipping - can be answered more quickly.

Priority Service: Meeting transport needs more effectively

Transportation, Design & Planning Department's **Schemes Manager** consolidates information regarding existing and planned road schemes into a web system through which the information can be shared throughout the Department, across the Council and

with other partners.

Priority Service: Promoting the economic vitality of localities. (Corporate Priority: Creating a More Prosperous District)

The **Property Intelligence** project will make the Council's vacant commercial property register available over the Internet, including key information such as property description, agent's details, costs etc. Registered enquirers will carry out their own searches immediately. Property Intelligence will provide surveyors/agents with property supply and demand figures for their clients; it includes a web-enabled link to the RDA's website so that Yorkshire Forward and its partners have access to all the latest data in the Bradford District.

A web enabled GIS interface to the **West Yorkshire Training Access Point (WYTAP)** database has been developed, with support from Bradford Learning Partnership. This will enable citizens to search for training opportunities on-line, with courses and venues available in their neighbourhood displayed on the map.

The **Strategic Asset Management (SAM)** database has been given a user-friendly front end using web-enabled GIS. Together with a host of supporting on-line reports, this enables the Council to improve management of its asset portfolio and to rationalise existing legacy systems. This project is helping the modernisation of asset management by replacing existing stand-alone systems with a web GIS application. Using the corporate GIS platform has enabled wider access to this information and the incorporation of other valuable datasets for managing and disposing of assets (e.g. The Councils UDP).

## 1. Self-Assessment of 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><b>Local e-organisation:</b></p> <p><b>Black = Not part of current local e-government strategy or not applicable</b></p> <p><b>Red = Preparation &amp; planning – to include projects that are being planned or being piloted</b></p> <p><b>Amber = Implementation stage – roll out of approved projects</b></p> <p><b>Green = Fully implemented – projects completed &amp; implemented</b></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><b>Comment</b></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>
	Red	Red	Amber	Amber	Green	

<p><b>Interactions</b></p> <p><b>Note:</b> 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> <ul style="list-style-type: none"> <li>Progress towards 2005 target for the 100% e-enablement of local services</li> </ul>	Amber	Amber	Amber	Amber	Green	<p>For 01/02 the Council used an internally developed monitoring system, which did not use the IDeA PID list. For 02/03 outturn, we switched to the IDeA ESD toolkit, and the apparent drop in actual figures is explained by the differences in degrees of service-level breakdown.</p> <p>We are making progress towards the 2005 target, but have chosen amber until 2005/06 to correspond with full implementation.</p>
<p><b>Access Channels</b></p> <p><b>Note:</b> 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"> <li>Publication of approved strategy for development of access channels</li> <li>Local service websites (tailored to achievement of transactional status<sup>1</sup> for corporate “.gov.uk” website)</li> <li>Specialist portals for local authority services in two-tier areas</li> <li>Contact centres (e-enabled &amp; dealing with at least 80% of incoming telephone calls to the local authority)</li> <li>Establishment of fully e-enabled one stop shops for face-to-face customer contact</li> <li>Use of mobile technology for home visits / supported access services</li> <li>Establishment of Interactive Digital TV service</li> <li>E-democracy – participation in the electoral modernisation pilots for</li> </ul>	Amber	Green	Green	Green	Green	<p>Contained within the Corporate Customer Services Strategy approved by the Council's Executive 23.07.02</p> <p><i>bdirect</i> online, a multi-agency service website, was launched in October 2003. Improvement plans are now being developed for the Council's .gov website</p> <p>BMDC is a unitary authority. However, across the Council, a number of specialist service portals are used.</p> <p>-</p> <p>-</p> <p>A number of pilots are currently being developed for specific service areas, and a Corporate Two Way Project is piloting mobile access to the online <i>bdirectory</i>.</p> <p>BDMC will assess the outcome of the “DigiTV” National Project. Discussions are planned with Kirklees Metropolitan Council in the first quarter of 2004.</p> <p>Decision taken to concentrate on developing electronic</p>

<p>electronic voting or electronic counting</p> <ul style="list-style-type: none"> <li>E-mail &amp; Internet access provided for all Members</li> <li>Engagement with intermediaries re delivery of e-government services (e.g. Citizens Advice Bureaux)</li> </ul>	<p>Green</p> <p>Red</p>	<p>Green</p> <p>Red</p>	<p>Green</p> <p>Amber</p>	<p>Green</p> <p>Amber</p>	<p>Green</p> <p>Green</p>	<p>consultation and participation rather than electronic voting/counting. BDMC will revise this view as the National Project work is disseminated.</p> <p>All Members have had full Internet and email access since February 2000. 40% use broadband.</p> <p>Social Services Smartcard scheme uses Post Offices as intermediaries. ISBR3 funded "Community Channels" project is scoping how other intermediaries can be used for all mainstream services linked to <i>bdirect</i>.</p>
<p><b>Trust &amp; connections</b></p> <p><b>Note:</b> 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"> <li>Use of Government Gateway (e.g. for secure authenticated transactions) (see <a href="http://www.govtalk.gov.uk/gateway_partnerlink">http://www.govtalk.gov.uk/gateway_partnerlink</a>)</li> <li>Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see <a href="http://www.egifcompliance.org">www.egifcompliance.org</a> &amp; <a href="http://www.govtalk.gov.uk">www.govtalk.gov.uk</a>)</li> <li>Adoption of Guidelines for UK Government Websites (see <a href="http://www.e-envoy.gov.uk/oeo/oeo.nsf/sections/webguidelines-handbook-top/\$file/handbookindex.htm">www.e-envoy.gov.uk/oeo/oeo.nsf/sections/webguidelines-handbook-top/\$file/handbookindex.htm</a>)</li> <li>Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see <a href="http://www.w3.org/WAI">http://www.w3.org/WAI</a>)</li> </ul>	<p>Black</p> <p>Red</p> <p>Red</p> <p>Red</p>	<p>Black</p> <p>Red</p> <p>Red</p> <p>Red</p>	<p>Black</p> <p>Amber</p> <p>Amber</p> <p>Amber</p>	<p>Red</p> <p>Green</p> <p>Green</p> <p>Green</p>	<p>Red</p> <p>Green</p> <p>Green</p> <p>Green</p>	<p>BDMC investigated this with representatives of the OeE early in 2003, &amp; came to the decision that it was not meaningful to utilise the functionality offered by the Gateway package. For example, BDMC already has a flexible payment facility that is being rolled out across the authority, and we see little customer benefit of adopting an external system purely for the payments facility. As we put other technical &amp; protocol building blocks in place, this assessment will be reviewed.</p> <p>Compliance is a requirement of the Bradford-i Strategic Partner contract.</p> <p>The multi-agency service website, <i>bdirect</i> online, complies. A major overhaul of the .gov site currently in final planning stages; once implemented will comply.</p> <p>-</p>

<ul style="list-style-type: none"> <li>Compliance with Freedom of Information Act 2000, including responding to requests for information from individuals within a reasonable time period (see <a href="http://www.lcd.gov.uk/foi/foidpunit.htm">http://www.lcd.gov.uk/foi/foidpunit.htm</a> &amp; <a href="http://www.pro.gov.uk/recordsmanagement/access/default.htm">http://www.pro.gov.uk/recordsmanagement/access/default.htm</a>)</li> <li>Establishment of corporate information management policy (e.g. covering management of information assets, evidence for accountability, security, assurance, disaster &amp; contingency planning)</li> <li>Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework (see <a href="http://www.lcd.gov.uk/consult/datasharing/datashare.htm">http://www.lcd.gov.uk/consult/datasharing/datashare.htm</a> &amp; <a href="http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf">http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf</a>)</li> <li>Establishment of partnerships for the joint (aggregated) procurement of broadband services</li> <li>Compliance with BS 7799 on information security management</li> </ul>	<p>Amber</p> <p>Red</p> <p>Red</p> <p>Amber</p> <p>Red</p>	<p>Green</p> <p>Red</p> <p>Red</p> <p>Green</p> <p>Red</p>	<p>Green</p> <p>Amber</p> <p>Amber</p> <p>Green</p> <p>Red</p>	<p>Green</p> <p>Amber</p> <p>Amber</p> <p>Green</p> <p>Red</p>	<p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Amber</p>	<p>BDMC has undertaken all necessary preparations to date.</p> <p>A number of relevant strands, such as GMS, eGIF, FOI, are currently being planned or implemented. Others will be facilitated by the procurement of the Bradford-i Strategic Partner. The Council is currently assessing how to ensure more effective Corporate Coordination.</p> <p>BDMC has a number of protocols in place with service providers but is waiting on the outcomes of the DCA consultation for further development. Privacy Statement is published on the web.</p> <p>There are a number of formal and informal partnerships (including the sub-regional IEG Partnership and the District-wide Bconnected Partnership) that are active in this arena. The Council is also meeting with the regional Cx of the Aggregated Broadband Project imminently.</p> <p>Work remains at the planning stage: barriers to making progress so far have been the scale and cost of the task, and the personnel and asset management implications of the standard.</p>
<p><b>Enablers</b></p> <p><b>Note:</b> 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"> <li>• Use of smart cards to support service development &amp; delivery</li> </ul>	<b>Black</b>	<b>Black</b>	<b>Red</b>	<b>Red</b>	<b>Amber</b>	<p>While smart cards are used by Social Services and in many schools across the District, the Council is waiting for the outcome of the national project. Full Corporate implementation is likely to fall outside the range of this proforma due to other local priorities.</p>
<ul style="list-style-type: none"> <li>• Corporate use of Customer Relationship Management (CRM) software</li> </ul>	<b>Red</b>	<b>Red</b>	<b>Amber</b>	<b>Amber</b>	<b>Green</b>	<p>A degree of CRM functionality will be in place by the end of Q2 04. Full CRM will be delivered by BDMC's strategic partner identified through the current Bradford-i procurement exercise.</p>
<ul style="list-style-type: none"> <li>• Corporate use of Geographic Information Systems (GIS) (e.g. for map-based data presentation)</li> </ul>	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<p>BDMC has had a Corporate GIS system in place since December 2001. However, we have chosen to represent this as amber at the present time as GISMO is a basic demonstrator system that provides a hub for the development of service- or issue- specific web-enabled GIS. The Council intends to develop &amp; Implement a full GIS strategy during 2004.</p>
<ul style="list-style-type: none"> <li>• Corporate ICT support and documented policy for home working (teleworking) by staff</li> </ul>	<b>Red</b>	<b>Red</b>	<b>Red</b>	<b>Amber</b>	<b>Green</b>	<p>A two-phase pilot ran within Benefits Service from January 02 to October 03. Plans are being developed to extend the project across the Council; a set of managers' guidelines have been produced.</p>
<ul style="list-style-type: none"> <li>• Use of telemetric systems for remote monitoring &amp; signalling, e.g. helping older people remain in their homes</li> </ul>	<b>Amber</b>	<b>Amber</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<p>Social Services, and now Supporting People, provide community alarms.</p>
<ul style="list-style-type: none"> <li>• Establishment of corporate Intranet</li> </ul>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<p>In place since 1996.</p>
<ul style="list-style-type: none"> <li>• Corporate use of Document Image Processing &amp; Workflow systems</li> </ul>	<b>Red</b>	<b>Red</b>	<b>Red</b>	<b>Amber</b>	<b>Green</b>	<p>A number of Services make full use of DiP &amp; Workflow, &amp; these will be assess to determine how to embed the technology Corporate. This process will be further assisted by the procurement of the Bradford-i Strategic Partner.</p>
<ul style="list-style-type: none"> <li>• Application of Knowledge Management (KM) systems &amp; techniques for service improvement</li> </ul>	<b>Red</b>	<b>Red</b>	<b>Amber</b>	<b>Amber</b>	<b>Green</b>	<p>The functionality of bdirect online provides a KM system for service delivery. This will be drawn n to implement an enterprise wide system.</p>
<ul style="list-style-type: none"> <li>• Establishment of corporate policy on</li> </ul>						<p>A number of components have been put in place to establish this; the technical capability will be delivered by the Bradford-i</p>

electronic records management	Red	Amber	Amber	Amber	Green	Strategic Partner
<b>Core Systems</b> <b>Note:</b> 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.						
<ul style="list-style-type: none"> <li>Use of systems to enable e-procurement</li> </ul>	Amber	Amber	Amber	Amber	Green	BDMC is a partner of the eTendering pilot with Leeds City Council, and part of the West Yorkshire IEG Partnership working on eProcurement. eProcurement is also a component of the ERP specification of Bradford-i.  A number of upgrades have been put in place, & more are planned during 2004. However, amber has been used to indicate that full upgrades will be supported by the Bradford-i Strategic Partner
<ul style="list-style-type: none"> <li>Upgrade of financial information systems to support e-government</li> </ul>	Amber	Amber	Amber	Amber	Green	
<ul style="list-style-type: none"> <li>Upgrade of office systems to support e-government, e.g. web-enabling legacy systems</li> </ul>	Amber	Amber	Amber	Amber	Green	
<ul style="list-style-type: none"> <li>Upgrade of Human Resources &amp; payroll systems to support e-government</li> </ul>	Amber	Amber	Amber	Amber	Green	
<ul style="list-style-type: none"> <li>Upgrade of asset management systems to support e-government</li> </ul>	Red	Amber	Amber	Green	Green	
<ul style="list-style-type: none"> <li>Link to National Land &amp; Property Gazetteer (NLPG) (<a href="http://www.nlpg.org.uk">http://www.nlpg.org.uk</a>)</li> </ul>	Red	Amber	Green	Green	Green	
<ul style="list-style-type: none"> <li>Automated interface with National Land Information Service (NLIS) hub (<a href="http://www.nlis.org.uk">http://www.nlis.org.uk</a>)</li> </ul>	Red	Amber	Green	Green	Green	
<ul style="list-style-type: none"> <li>Upgrade of income collection systems to support e-government</li> </ul>	Amber	Amber	Amber	Amber	Green	
<b>People</b> <b>Note:</b> 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.						
<ul style="list-style-type: none"> <li>• Circulation of National Strategy <b>checklist</b> to Chief Executive and all Councillors (see <a href="http://www.localgov.gov.uk/nationalstrategy">www.localgov.gov.uk/nationalstrategy</a>)</li> </ul>	Red	Red	Green	Green	Green	-
<ul style="list-style-type: none"> <li>• Establishment of formally constituted partnership working to help deliver e-government: <ul style="list-style-type: none"> <li>- Local Strategic Partnership (LSP)</li> </ul> </li> </ul>	Green	Green	Green	Green	Green	-
<ul style="list-style-type: none"> <li>- Partnership working with other local authorities</li> </ul>	Green	Green	Green	Green	Green	-
<ul style="list-style-type: none"> <li>- Public Private Partnership (PPP)</li> </ul>	Amber	Amber	Green	Green	Green	Bradford-i project procurement exercise is scheduled to identify preferred bidder Q4 03/04.
<ul style="list-style-type: none"> <li>• Incorporation of e-government into Community Strategy</li> </ul>	Amber	Amber	Green	Green	Green	The Community Strategy incorporates a number of e-government-related strategic aims, including encouraging broadband take-up, supporting SMEs to use modern media, and bridging the digital divide.
<ul style="list-style-type: none"> <li>• Appointment of member &amp; officer e-champions</li> </ul>	Green	Green	Green	Green	Green	
<ul style="list-style-type: none"> <li>• Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act)</li> </ul>	Green	Green	Green	Green	Green	-
<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>	Amber	Amber	Amber	Green	Green	While a risk register & management strategy has been in place since the first BMDC IEG was produced, Amber has been chosen to indicate that the Council has been working on this aspect further.
<ul style="list-style-type: none"> <li>• Use of customer consultation/research to inform development of corporate e-government strategy</li> </ul>	Red	Amber	Green	Green	Green	-
<ul style="list-style-type: none"> <li>• Establishment of policy for addressing social inclusion within corporate e-government strategy</li> </ul>	Amber	Amber	Amber	Green	Green	Social inclusion issues are addressed in BDMC's eGovernment Strategy & implementation plans, and while various initiatives have been implemented, full plans have not been actioned.
<ul style="list-style-type: none"> <li>• Establishment of internal targets &amp;</li> </ul>						

measures for e-services, including:	<b>Red</b>	<b>Red</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	-
- Customer take up	<b>Red</b>	<b>Red</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	-
- Customer satisfaction	<b>Red</b>	<b>Red</b>	<b>Amber</b>	<b>Green</b>	<b>Green</b>	-
- Value for money / cost effectiveness	<b>Amber</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	-
• Use of project management methodologies (e.g. PRINCE2)	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	-
• Establishment of e-skills training programme for staff (e.g. European Computer Driving Licence)	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	<b>Green</b>	BDMC has had an ICT skills training programme (now including ECDL) in place since April 2000.
• Use of networked technologies to support e-learning	<b>Red</b>	<b>Red</b>	<b>Amber</b>	<b>Amber</b>	<b>Green</b>	-

## 2. 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](http://www.esd-toolkit.org)).

BVPI 157 Interaction Type	Actual		Forecast		
	2001/2	2002/3	2003/4	2004/5	2005/6
<b>Providing information:</b>					
<ul style="list-style-type: none"> <li>• Total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	147 55%	209 42.4%	395 80%	493 100%	493 100%
<b>Collecting revenue:</b>					
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	22 45.8%	2 50%	8 50%	3 75%	4 100%
<b>Providing benefits &amp; grants:</b>					
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	3 42.8%	0 0%	0 0%	5 45%	11 100%
<b>Consultation:</b>					
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	8 25.8%	5 10.4%	8 16%	38 79%	48 100%
<b>Regulation (such as issuing licences):</b>					
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	3 25%	10 20.8%	12 25%	20 41%	48 100%
<b>Applications for services:</b>					
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	90 47.8%	61 21.3%	71 25%	240 84%	286 100%
<b>Booking venues, resources &amp; courses:</b>					
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	8 30.7%	1 4.2%	2 8%	11 46%	24 100%
<b>Paying for goods &amp; services:</b>					
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	0 0%	2 4.4%	3 6%	5 11%	45 100%
<b>Providing access to community, professional or business networks:</b>					
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	0 0%	0 0%	0 0%	0 0%	16 100%
<b>Procurement:</b>					
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>	3 37%	0 0%	0 0%	0 0%	10 100%
<ul style="list-style-type: none"> <li>• TOTAL: TYPES OF INTERACTION E-ENABLED</li> <li>• % E-ENABLED</li> </ul>	284 47.5%	290 29.44%	493 50%	815 83%	985 100%

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.

### 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 2005/6, 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	
<b>Local Service Websites</b> <ul style="list-style-type: none"> <li>Page impressions (annual)</li> <li>Unique users, i.e. separate individuals visiting website (annual)</li> <li>Number of e-enabled payment transactions accepted via website</li> <li>Number of street light failure reports accepted via website</li> </ul>	3364 156 0.2 0	5842 250 2.4 0	18071 319 4.0 0.02	37769 408 7.8 0.03	116705 523 11.8 0.04	<i>bdirect</i> multi-agency local service website, launched Autumn 2003, has eight weeks' worth of stats: these are not included in the information here, nor have projections yet been forecast. During years 01/02 and 02/03 Internet requests were not differentiated from written requests on the Mayrise system.
<b>Telephone</b> <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"> <li>Number of e-enabled payment transactions accepted by telephone</li> <li>Number of street light failure reports accepted via telephone</li> </ul>	0.2 10	16.4 11.1	22.0 12.2	29.2 13.4	38.8 15	
<b>Face To Face</b> <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 &amp; home visits):</i> <ul style="list-style-type: none"> <li>Number of e-enabled payment transactions accepted via personal contact</li> <li>Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via personal contact</li> </ul>	0 0	0 0	0.7 0	1.8 0.06	2.0 0.1	Figures refer to Corporate OSSs
<b>Other Electronic Media</b> <i>(e.g. BACS, text messaging):</i> <ul style="list-style-type: none"> <li>Number of e-enabled payment transactions accepted via BACS or other electronic form</li> <li>Number of street light failure reports accepted via other electronic media</li> </ul>	179 0	167 0	150 0.1	140 0.5	130 1	BACS payments SMS Text Messaging launched end of October 2003
<b>Non Electronic</b> <i>(e.g. cash office, post)</i> <ul style="list-style-type: none"> <li>Number of payments accepted by cheque or other non-electronic form</li> <li>Number of street light failure reports accepted via non-electronic form</li> </ul>	971 0.08	927 0.05	900 0.06	875 0.04	850 0.03	Years 01/02 and 02/03 include a small number of Internet street light failure reports, which were not recorded separately at the time.

#### 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](http://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	5	4	1	5	"Other means" refers to our partnership working with other local public & voluntary sector organisations to develop the <i>bdirect</i> local services site. This work has been used as a proof of concept pilot and we are planning to bring our other sites into the navigation and devolved content styles by the end of 03/04.
Smart cards	3	3	2	0	Awaiting the outcome of the National Project before carrying out options appraisal.
Interactive Digital TV	3	3	1	0	Awaiting outcomes: information exchange meeting arranged with Kirklees MC in near future.
Mobile Technology (i.e. for home/site visits)		1	1	4	Housebound Two Way Information Service pilot to be undertaken this year.
Telemetry (i.e. remote, real time & signalling)		0	1	3	BDMC makes extensive use of this technology, and has benefited mainly from work with providers.
Customer Relationship Management (CRM)	4	2	2	5	Learnt extensively from the Pathfinder Project. Our partnership working with other authorities has mainly been limited to information sharing, which has been useful in its own right. We have benefited most from working with a private sector market leader in this field.
Knowledge Management	5	4	1	3	LAWS has been fundamental to our frontline knowledge management system, the <i>bdirectory</i> . We have benefited from sound consultancy support referred to in "other means".
Workflow	1	3	1	2	The workflow currently used in some service areas has been developed independently; however, national outcomes will be could be used to help develop a business case for future work.
e-Procurement	5	5	4	2	Participating in national pathfinders and projects.

Schools admissions		2	1	1	The National Project will be used to raise the profile of this area of work within the authority and with our education partners, Serco.
Local Planning Services	5	5	2	2	Work is currently underway.
Electronic exchange of property information with Valuation Office Agency (VOA) for Council Tax & Business Rates		4	-	-	BDMC is not currently active in Valuebill, but have nonetheless made good progress in systems for information exchange with the Valuation Office. We plan to connect with connect with other local authorities in the next year.
Working with business		2	2	4	Work currently underway.
Crime reduction / youth offending		2	3	5	The Council is working closely with OTs across West Yorkshire, Probationary Services, Police and other agencies to develop systems for information sharing. Safer Communities Statistics, a web enabled GIS, is currently being put in place.
Claiming benefits		1	1	5	BDMC works closely with DWP and other relevant agencies.
Local e-Government Standards & Accreditation	2	3	1	2	We have adopted some standards, and are working towards others.
Fire Services		-	-	-	-
Trading standards		-	-	-	-
Multi Agency Information Sharing	4	1	1	5	"Other means" refers to our work with local public and voluntary service providers in our District, including DWP, Inland Revenue & CAB.
e-Democracy		2	2	4	Have carried out consultation pilots; currently piloting participation pilot with schools: developments internal and with systems providers.

## 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"> <li>£200,000 IEG money in 2002/3 and 2003/4</li> </ul>		200	200			02/03 Web Improvement, GIS, NLPG 03/04 Members GIS, Fleet Tracking Pilot, Payments Pilot
<ul style="list-style-type: none"> <li>financial contributions from EU funding</li> </ul>	-	-	-	-	-	
<ul style="list-style-type: none"> <li>financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB)</li> </ul>	810.5	812.5	1342	1115	-	ISB ADL Smartcare, OSS, Contact Centre, Community Access, Multi-agency website DWP Teleworking, Rent Service Interface, EDMS upgrade Information for Social Care Identification Referral Service
<ul style="list-style-type: none"> <li>financial contribution from public-private partnerships</li> </ul>	-	-	-	2128	1711	SRB partnership funding, indicative expenditure on ERP & CRM by Bradford-i Strategic Partner
<ul style="list-style-type: none"> <li>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</li> </ul>	-	100	230	-	-	FAME – West Yorkshire Child Protection Pilot WY IEG – Network Integration, eProcurement
<ul style="list-style-type: none"> <li>resources being applied from internal revenue and capital budgets to improve the quality of services through e-enablement</li> </ul>	58.7	211.5	106.5	573	766	ICT Transitional Fund Performance Support Fund – not specifically ICT-based projects, but to support service transformation Funding for Corporate Complaints System/Transitional CRM, Contact Centre, bdirect website, PCs for Children's Social Workers (implementing the Laming Report)
<ul style="list-style-type: none"> <li>other resources (e.g. training) (please specify)</li> </ul>	7	30.5	10	-	-	bdirect website consultancy & prototype build Rollout costs (staff training & business re-engineering) for Corporate Complaints/Transitional CRM
<b>Sub total</b>	876.2	1354.5	1888.5	3816	2477	

<ul style="list-style-type: none"> <li>less current and projected savings produced from e-government investment</li> </ul>						As yet too early to forecast: current investment is being realised in improving performance, and to deploy additional staff to address increased volume of service requests.
<b>TOTAL</b>	876.2	1354.5	1888.5	3816	2477	

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