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Implementing Electronic Government Statement 2003



**Your Council
Your Website**

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Introduction

The Royal Borough of Kingston has made substantial progress over the past year in responding to the Public Access and eServices agenda. This has been a key contributor to Kingston being awarded “Excellent” status under the CPA.

RBK endorses the view of the National Strategy which underlines that eGovernment is just one part of the huge organisational and cultural changes that Councils have to undergo to make services more accessible and improve delivery.

The Council sees the development of this IEG statement as a crucial element of the ongoing Public Access and eServices Strategy. This document sets out our achievements over the past year, plans for the future and funding requirements. This is not a one-off project for the Council. It's a programme of continuous development to improve access to services and widen participation.

Members have played a crucial role in the development of the Council's Public Access Strategy. The Member/Officer Public Access Group meets regularly to develop the strategy, set priorities and monitor performance and progress. RBK has both a Member and Officer eChampion who sit on the Public Access Group.

RBK has developed a national reputation for innovative use of technology and we pride ourselves on working successfully in partnership with the private sector as well as making the most of in-house skills.

Future developments are dependent on more resources. Whilst the Council takes a pragmatic view of what resources will be made available, both locally and nationally, the funding gap is the principle block on large scale projects that would make significant improvements.

Given the limited resources, a series of quick win projects are planned for the coming year which include;

- Implementation of publicity campaign to promote Council Helpdesks and public access in general.
- Develop services available at existing helpdesks and implement new helpdesk in the Market house
- Development of Guildhall complex receptions
- Implementation of six additional information points and the “Call the Council” service
- Introduction of further contact centres in Education, Environmental Health & Social Services
- Implementation of Computer Telephony Integration (CTI) in contact centres.
- Development of new applications on web site (registration, personalisation, text messages, automatic emails)
- Development of joined up on-line resource for young people in the borough. Implementation of publicity and awareness campaign for the Young Livin' web site and the services available, in particular access to social workers.
- Promotion and Implementation of the Youth Parliament to encourage greater participation in the democratic process

The first phase of the Public Access/eServices programme has now been implemented both on time and to budget. The initial response from the public and service users has been enthusiastic and very positive. The programme covers a wide range of interlinked access improvements and whilst certain elements will be more publicly prominent, the programme must be seen as the ‘whole’.

Local Helpdesks (One-Stop Shops)

Two pilot Council helpdesks have now been open for almost a year. They provide front-line information and transactions for all Council services. The helpdesks are located in Chessington and New Malden. This means that the public can access Council services locally at times to suit without having to travel to the central Guildhall complex. Between January and September this year, the helpdesks received over 4,000 personal contacts.

Departmental Customer Contact Centres

RBK has benefited from the experience of the Pathfinder projects with regard to the pros and cons of a central contact centre for dealing with telephone enquiries. In our last IEG Statement, we explained the rationale behind the decision to introduce a number of departmental contact centres rather than moving to a centralised service.

Departmental Customer Contact Centres have revolutionised public access to the Council and provided a more responsive and approachable service. They have delivered a massive cultural change in how the Council delivers services and deals with the public.

The Council's new Voice Over IP (VOIP) phone system has made the deployment of Call Management Software much easier and more cost effective to achieve when compared to a traditional switchboard.

The use of a common infrastructure across the Council gives us scope to share the load between contact centres and also the option of integrating contact centres at a later date if that meets the local business needs of the Council.

Local Contact Centres have now been implemented in the following departments and have already received well over 200,000 calls this year;

- Helpline Information (formerly switchboard) - December 2002
- Housing Benefits & Council Tax - January 2003
- Housing Repairs - January 2003
- Environmental Services - February 2003
- Children & Family Services - April 2003

More contact centres are planned over the next six months in other parts of the Council including Education, Environmental Health and Social Services.

Electronic Information Points

Four Information Points, were opened in January 2003 and a further six will be installed in November 2003. The Information Points provide 24/7 access to Council services. They also provide an electronic access channel for those who don't have Internet access at home and are especially popular with young people who wouldn't normally contact the Council or access services.

The Council section on the information points covers Councillors, A to Z, community resources, enquiries and contact details. The range of information is set to increase substantially over the coming months.

We are currently testing a new feature on the information points which will allow the public to call the Council free of charge for general information or get in touch with the Environmental Services contact centre. These new kiosk phones leverage our investment in Voice Over IP Technology that has already delivered huge benefits to the Council and made it easier for the public to get through by phone.

Over 50,000 independent visits have already been made to the information points this year.

Publicity and Awareness

The Corporate Media Handling Group was established in August 2002. Their role is to be proactive in RBK's management of the news. A rolling programme of news/information has been established. The Media Handling Group oversaw the production of the RBK Style Guide and is now evaluating the options for Council publications – What's On, Kingston Reporter etc.

A rolling publicity/awareness campaign is planned over the coming months to promote access channels and encourage greater participation in the democratic process. There will be a special focus on services for young people and the promotion of the Council helpdesks.

RBK Web Site

The Council web site, www.kingston.gov.uk, already boasts a wide range of features, many of which are unique in the UK. For example, our award winning application, ISIS, gives the public a wide range of information about their property including planning history, building control, local services nearby, refuse/recycling collection times, councillors and much more besides. We are leading the way in the use of content management systems, adoption of APLAWS categorisation and innovative payment systems

The web site was completely revamped over Easter following consultation with the public, Members and Council staff. The new design coincided with the introduction of Obtree content management software and migration to the APLAWS national standard.

New developments on the web site will include significantly more content and a wider range of services including more payment facilities, personalisation, email distribution lists and mobile phone texting.

LiveInLondon Partnership

The Council is the lead borough in a partnership called LiveInLondon which was formerly known as the South West London Extranet. We are working together with the London Boroughs of Merton, Hounslow and Richmond to develop a web portal that will strengthen communities by connecting people to local services and information regardless of political or administrative boundaries.

LiveInLondon will tell you where your nearest park is, let you report problems like graffiti and find out about local amenities like libraries and sports clubs without having to know which Council provides the service.

The site will go live towards the end of November at www.liveinlondon.gov.uk. The project is an excellent example of how local authorities can work together in partnership to improve services at a regional level. We are now moving to the next phase of this project which will extend the range of services provided. The partnership will provide on-line a wealth of free resources on how we delivered the project which will be invaluable to other local authorities that are aiming to develop similar services in the future.

Better Letters

Better letters is a campaign that demonstrates the Council's commitment to improving how we communicate with the public via all access channels. All letters included a statement at the bottom asking the public to return the letter to a freepost address if they had problems understanding it. This proved to be an excellent way of discovering bad practice in the Council when sending letters and making an immediate improvement.

Priority Services

The Royal Borough of Kingston is a Council that is performing well and has much to be proud of. We are ambitious and widely recognised as amongst the very best, but the recognition that matters to us most is from our residents. Our commitment is 'to help create the best opportunities, services and environment for the people of the Borough of Kingston' and our focus is on the outcomes we produce for our residents.

The Public Access/eServices Strategy is at the heart of the Council's overall strategy. Kingston's Strategic Aims dovetail closely with the Seven Shared Priorities agreed between the ODPM and the LGA;

RBK Strategic Aims	Seven Shared Priorities
Working in Partnership	Raising standards across our schools
Caring for the Environment	Improving the quality of life of children, young people, families at risk and older people
Putting People First	Promoting healthier communities by targeting key local services, such as health and housing
Enhancing Quality of Life	Creating safer and stronger communities
Developing Education and Lifelong Learning	Transforming our local environment
Providing Best Value	Meeting transport needs more effectively
	Promoting the economic vitality of localities

Raising standards across our schools

The Royal Borough of Kingston's schools are widely recognised as amongst the best in the country. However the Council is not complacent and we are continuously striving to improve the education service we provide and raise standards. For example, Kingston was the first local authority in the Country to provide broadband access to all schools including primary and we are now closely involved with the London Grid for Learning in exploiting new learning tools available on-line. All pupils have an email address and the use of ICT is widespread as part of the general curriculum.

The Council is committed to raising the levels of Educational achievement and develop the life skills of all children, young people and adults. We will also reduce the barriers which prevent children, young people and adults with additional needs from fulfilling their educational and social potential.

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

Kingston's award winning site for young people, Young Livin, has received wide acclaim and we are now helping other local authorities to implement similar sites. The site won the Health and Social Care 2001 Award for innovation. The web site assists young people in referring themselves to social services and provides a wealth of information and guidance.

This year the site will be expanded to included Youth Service content and provide a joined up on-line information and service delivery point for young people. The Council has partnered with Citigate Communications, a leading public relations company to help promote the site and encourage take-up/awareness of services and participation in the democratic process. The site will use text messaging to engage young people and keep them informed of special events and promotions.

Since late 2002 the government (through the Children and Young People's Unit) has required local authorities to take the lead in developing Local Preventative Strategies and, in particular, systems for

identification, referral and tracking of vulnerable children and young people. The aim of the IRT project is to ensure that every vulnerable child will be identified, referred to appropriate preventative services, and that their progress will be tracked to ensure that they do not subsequently "fall through the net". IRT is seen as one of the mechanisms for ensuring that systems for keeping records and sharing that information between statutory and voluntary agencies are improved.

The new contact centre in Children and Families is key to delivering a holistic approach to children, young people and families.

RBK is proud of the development of effective partnerships between both statutory and voluntary agencies in order to meet national and local priorities. RBK is committed to meeting the requirements of the National Service Framework for Older People, which includes the introduction of a single health and social care assessment for services, to provide a more joined up response to service users by March 2004. The pilot phase of this partnership project with local service providers is close to completion and the Council aims comply with the government targets for the delivery of single assessment.

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

RBK has a specific section on the Council's web site (<http://www.kingston.gov.uk/health/>) to provide information about the work of the Healthy Kingston Group to develop the health promotion work in partnership with other local agencies, particularly focusing on developing healthy schools, communities and workplaces.

The Council web site has an extensive housing section (<http://www.kingston.gov.uk/housing/>) which is a key information point to keep residents updated about proposals in the Housing Options review and the planned stock transfer ballot.

SMS mobile phone texting will be used to keep residents informed about news during the build up to the vote.

Creating safer and stronger communities

Community Planning is a key element of the Council's strategic aims. RBK has well established links with local service providers including the voluntary sector.

eGovernment initiatives planned in this area include emergency help points in key locations throughout the borough integrated with the CCTV and kiosk network. Its proposed that if the public want to contact the authorities, they can push a button on the help point which will activate the CCTV and open a voice channel to the emergency control room.

In addition to vehicle crime, safer streets is a key priority, which means more emphasis on street lighting and tackling anti-social behaviour, plus better communications to combat fear of crime. There is an extensive section about crime on the Council web site at <http://www.kingston.gov.uk/crime>. It includes crime prevention, who to contact, Neighbourhood Watch, statistics, Crime Reduction Strategy and a wealth of other information.

Transforming our local environment

The Council's environmental policies focus on four key areas;

- Street Scene
- Waste and Recycling
- Alternatives to the car
- Sustainability

All these areas have strong sections on the web site and provide information/transaction services. Over the past year, significant work has been undertaken to improve access to environmental services provided by the Council. Front office work for all the high profile services has been moved to a dedicated contact centre where we aim to complete approximately 80% of contacts during the first call. This has made it much easier for the public to get through by phone and has improved the responsiveness and efficiency of the departments involved. Back office staff who in the past spent a significant proportion of their day answering the phone can now get on and carry out critical tasks like inspection, contract monitoring and project work.

Meeting transport needs more effectively

RBK's transport work dovetails closely with the Environment Strategy. The Council actively uses the web site to promote alternatives to the car and cycling campaigns.

There is a special section on the web site for traffic bulletins which is used by the public and partners in the emergency services. Its proposed to use SMS Texting to keep the public informed of new road works and special events which will affect traffic.

The public can use the web site, helpdesks or the contact centres to enquire about any highways issues.

Promoting the economic vitality of localities

Over the past 10 years, Kingston has grown into the 2nd biggest centre for shopping, leisure and entertainment in the South East, attracting over 18 million visitors every year.

RBK actively promotes economic development and regeneration throughout the borough. The web site is a key platform for disseminating information and providing businesses with a link to the local authority. In addition, we have developed strong partnerships with the local Chamber of Commerce and Kingston Town Centre Management. This partnership extends to the development of a dedicated web site, *Kingston First*. The aim of Kingston First is to ensure that the town centre maintains its premier position by turning it into one of the UK's first Business Improvement Districts (BIDs).

The Council is also looking to become more involved with the Valuebill National Project which joins up local government and the Valuation Office Agency. We are also working in partnership with the Planning Portal to help the public and businesses submit planning applications on-line.

Both the Valuebill National Project and the Planning Portal give the value added services and facilities that aren't available elsewhere.

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>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>	<p>2001/02</p> <p>Red</p>	<p>2002/03</p> <p>Red</p>	<p>2003/04</p> <p>Amber</p>	<p>2004/05</p> <p>Amber</p>	<p>2005/06</p> <p>Green</p>	<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>

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Interactions Note: The Best Value Performance Indicator (BVPI) 157 provides a measure of the number of types of interactions (or contact) between the citizen and the council that are enabled for electronic delivery as a percentage of those that are available.						
Progress towards 2005 target for the 100% e-enablement of local services	Amber	Amber	Amber	Green	Green	See overleaf for full details. Anticipate full compliance by 2005.
Access Channels Note: Access channels are the various routes through which people might contact, or be contacted by, local service providers to undertake electronically enabled interactions.						
<ul style="list-style-type: none"> Publication of approved strategy for development of access channels 	Amber	Green	Green	Green	Green	Public Access Strategy submitted to CDT in April 02 and to Strategy and Resources in June 02. Implementation Plan went to Executive in July 02
<ul style="list-style-type: none"> Local service websites (tailored to achievement of transactional status¹ for corporate “.gov.uk” website) 	Amber	Green	Green	Green	Green	Web site now is fully transactional and offers on-line payments, forms, ISIS and database drive content pages.
<ul style="list-style-type: none"> Specialist portals for local authority services in two-tier areas 	Black	Black	Black	Black	Black	Not applicable for London Boroughs. For partnership web site information, see section on LivinLondon.
<ul style="list-style-type: none"> Contact centres (e-enabled & dealing with at least 80% of incoming telephone calls to the local authority) 	Red	Green	Green	Green	Green	We expect to process over 300,000 calls this year via dedicated contact centres which represents the vast majority of phone calls from the public. Further contact centres are expected over the coming year.

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

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<ul style="list-style-type: none"> Establishment of fully e-enabled one stop shops for face-to-face customer contact 	Red	Green	Green	Green	Green	One stop service now available for first line enquiries in the Guildhall complex, Chessington and the Malden Centre.
<ul style="list-style-type: none"> Use of mobile technology for home visits / supported access services 	Red	Amber	Green	Green	Green	Pilot well underway in Social Services in partnership with local service providers.
<ul style="list-style-type: none"> Establishment of Interactive Digital TV service 	Black	Black	Black	Red	Red	Not planned in RBK due to cost and lack of meaningful data from cable/satellite suppliers about take-up of web TV.
<ul style="list-style-type: none"> E-democracy – participation in the electoral modernisation pilots for electronic voting or electronic counting 	Black	Black	Red	Red	Red	We are involved in the eDemocracy National Project. However, no plans for electronic voting/counting in the short term.
<ul style="list-style-type: none"> E-mail & Internet access provided for all Members 	Green	Green	Green	Green	Green	All Members have had PC's at home with Access to corporate email and on-line services for the past three years.
<ul style="list-style-type: none"> Engagement with intermediaries re delivery of e-government services (e.g. Citizens Advice Bureaux) 	Red	Amber	Green	Green	Green	We are closely involved with local agencies and the voluntary sector for a wide range of eGovernment projects.
<p>Trust & connections</p> <p>Note: For the public sector to share information easily and securely, it is essential to operate within a framework of technical and legislative standards.</p>						
<ul style="list-style-type: none"> Use of Government Gateway (e.g. for secure authenticated transactions) (see http://www.govtalk.gov.uk/gateway_partnerslink) 	Black	Black	Black	Red	Red	Business case and full costs for use of the Government Gateway needs to be established before this can move forward. We will monitor carefully how pilot local authorities connect to the gateway.
Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk)	Red	Amber	Green	Green	Green	Migration of mainframe systems completed last year. Upgrade of systems this year will make us fully compliant by end of March 2004.

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<ul style="list-style-type: none"> Adoption of Guidelines for UK Government Websites (see www.e-envoy.gov.uk/oeo/oeo.nsf/sections/webguidelines-handbook-top/\$file/handbookindex.htm) 	Green	Green	Green	Green	Green	Guidelines reviewed and implemented on RBK Web Site – www.kingston.gov.uk
Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see http://www.w3.org/WAI)	Green	Green	Green	Green	Green	Site is tested on a regular basis using compliance tools and by users with disabilities.
Compliance with Freedom of Information Act 2000, including responding to requests for information from individuals within a reasonable time period (see http://www.lcd.gov.uk/foi/foidpunit.htm & http://www.pro.gov.uk/recordsmanagement/access/default.htm)	Amber	Green	Green	Green	Green	Freedom of Information Publication Scheme published in December 2002.
<ul style="list-style-type: none"> Establishment of corporate information management policy (e.g. covering management of information assets, evidence for accountability, security, assurance, disaster & contingency planning) 	Red	Amber	Green	Green	Green	Information Management Policy developed at RBK through a number of strategies. Further work needs to be done to see whether overarching policy document is required.
Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework (see http://www.lcd.gov.uk/consult/datasharing/datashare.htm & http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf)	Amber	Green	Green	Green	Green	Data Sharing Protocols developed with local service providers and neighbouring boroughs.

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<ul style="list-style-type: none"> Establishment of partnerships for the joint (aggregated) procurement of broadband services 	Green	Green	Green	Green	Green	Partnerships established with schools and libraries for common procurement. RBK is also part of the London Grid for Learning (LGfL).
<ul style="list-style-type: none"> Compliance with BS 7799 on information security management 	Black	Black	Red	Red	Amber	Whilst we are working towards BS7799 compliance, the cost of full compliance means this is not a strategic priority for RBK. However, we have rigorous security policies already in place and regular penetration tests.
<p>Enablers</p> <p>Note: Enablers refers to the computer systems, or 'middle-ware', used to support access channel policy and provide the link to core business and information systems. You should only "green" traffic light the items below where enterprise-wide systems or policies have been implemented.</p>						
<ul style="list-style-type: none"> Use of smart cards to support service development & delivery 	Black	Black	Black	Red	Red	Smart cards are not planned for the immediate future but there is interest in working on a project in the longer term.
<ul style="list-style-type: none"> Corporate use of Customer Relationship Management (CRM) software 	Red	Amber	Green	Green	Green	CRM (Lagan Frontline) pilot expected this year and rollout by end of March 2004.
<ul style="list-style-type: none"> Corporate use of Geographic Information Systems (GIS) (e.g. for map-based data presentation) 	Green	Green	Green	Green	Green	ISIS, the Council's award winning GIS system leads the way nationwide in the corporate use of GIS. It is widely regarded as an example of best practice amongst local authorities.
<ul style="list-style-type: none"> Corporate ICT support and documented policy for home working (teleworking) by staff 	Red	Amber	Amber	Green	Green	Support policy in place and teleworking pilot underway. Full rollout expected over the next two years.
<ul style="list-style-type: none"> Use of telemetric systems for remote monitoring & signalling, e.g. helping older people remain in their homes 	Green	Green	Green	Green	Green	Telemetric systems in use within Social Services.
<ul style="list-style-type: none"> Establishment of corporate Intranet 	Green	Green	Green	Green	Green	The RBK Intranet is well established and all staff with a computer have access to it.

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<ul style="list-style-type: none"> Corporate use of Document Image Processing & Workflow systems 	Green	Green	Green	Green	Green	DIP and workflow used by a number of departments including Revenues/Benefits and Planning.
<ul style="list-style-type: none"> Application of Knowledge Management (KM) systems & techniques for service improvement 	Red	Amber	Amber	Green	Green	RBK are involved in the Knowledge Management National Project which will help implement systems and techniques across the Authority.
<ul style="list-style-type: none"> Establishment of corporate policy on electronic records management 	Red	Amber	Green	Green	Green	Draft policy completed.
<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 	Amber	Green	Amber	Green	Green	All procurement of goods and services is done on-line using the Council's new financial systems. Work is underway to develop new contracts with suppliers to improve value for money.
<ul style="list-style-type: none"> Upgrade of financial information systems to support e-government 	Amber	Green	Green	Green	Green	eKAS, the Council's financials is used by all departments and was upgraded in August 2002.
<ul style="list-style-type: none"> Upgrade of office systems to support e-government, e.g. web-enabling legacy systems 	Green	Green	Green	Green	Green	The Council uses Citrix Metaframe to deliver legacy systems on-line.
<ul style="list-style-type: none"> Upgrade of Human Resources & payroll systems to support e-government 	Amber	Green	Green	Green	Green	Payroll (which includes may HR functions) upgraded during summer 2002.
<ul style="list-style-type: none"> Upgrade of asset management systems to support e-government 	Amber	Green	Green	Green	Green	On-line asset management systems widely used at RBK.
<ul style="list-style-type: none"> Link to National Land & Property Gazetteer (NLPG) (http://www.nlpg.org.uk) 	Green	Green	Green	Green	Green	Link established.

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Automated interface with National Land Information Service (NLIS) hub (http://www.nlis.org.uk)	Black	Black	Black	Red	Red	We are looking at the business case for the automated interface with NLIS.
<ul style="list-style-type: none"> Upgrade of income collection systems to support e-government 	Amber	Green	Green	Green	Green	Income system upgraded in summer 2002.
<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) 	Black	Green	Green	Green	Green	National Strategy and checklist circulated.
<ul style="list-style-type: none"> 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) 	Green	Green	Green	Green	Green	Local partnerships have been formally constituted. See partnerships section of this statement for further details.
<ul style="list-style-type: none"> Incorporation of e-government into Community Strategy 	Green	Green	Green	Green	Green	Modernisation of services and improving public access key elements of Community Strategy and eGovernment Strategy.
<ul style="list-style-type: none"> Appointment of member & officer e-champions 	Green	Green	Green	Green	Green	Member and Officer champions appointed

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<ul style="list-style-type: none"> Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act) 	Green	Green	Green	Green	Green	Lead officer appointed.
<ul style="list-style-type: none"> Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures 	Green	Green	Green	Green	Green	Risk management part of IEG statement
<ul style="list-style-type: none"> Use of customer consultation/research to inform development of corporate e-government strategy 	Green	Green	Green	Green	Green	Number of different consultation routes used – including MORI, Citizen Panel, web site survey, mystery shopper etc.
<ul style="list-style-type: none"> Establishment of policy for addressing social inclusion within corporate e-government strategy 	Green	Green	Green	Green	Green	Social inclusion part of eGovernment strategy and IEG Statement..
<ul style="list-style-type: none"> Establishment of internal targets & measures for e-services, including: <ul style="list-style-type: none"> - Customer take up - Customer satisfaction - Value for money / cost effectiveness 	Green	Green	Green	Green	Green	Targets measures already part of performance monitoring process. Specific eServices/Public Access targets under review by Public Access Group.
<ul style="list-style-type: none"> Use of project management methodologies (e.g. PRINCE2) 	Green	Green	Green	Green	Green	PRINCE 2 used for all large scale ICT projects. RBK has two fully qualified PRINCE 2 practitioners and third party suppliers are required to use the methodology (or variants) when implementing projects at RBK
<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	e-skills training programme well established in RBK libraries.
<ul style="list-style-type: none"> Use of networked technologies to support e-learning 	Green	Green	Green	Green	Green	eLearning in use at RBK, especially the libraries.

BVPI 157

The table below outlines our e-enablement plans up to 2005 in relation to BVPI 157. Clearly, the plans are dependent on significant government funding in addition to what is currently proposed. Funding is a critical issue for areas such as CRM, on-line applications, eProcurement and eTendering.

These statistics were prepared using the I&DeA Web Electronic Service Delivery (ESD) Toolkit.

Progress against BVPI 157 Interaction types	Actual		Forecast		Target
BVPI 157 Interaction type	2001/2	2002/3	2003/4	2004/5	31/12/05
Providing information					
No enabled	309	401	401	401	401
% enabled	77.06%	100.00%	100.00%	100.00%	100.00%
Collecting revenue					
No enabled	0	7	7	7	7
% enabled	0.00%	100.00%	100.00%	100.00%	100.00%
Providing benefits & grants					
No enabled	0	1	8	8	8
% enabled	0.00%	12.50%	100.00%	100.00%	100.00%
Consultation					
No enabled	9	20	42	42	43
% enabled	20.93%	46.51%	97.67%	97.67%	100.00%
Regulation (such as issuing licences)					
No enabled	0	13	40	71	71
% enabled	0.00%	18.31%	56.34%	100.00%	100.00%
Applications for services					
No enabled	147	183	248	260	269
% enabled	54.65%	68.03%	92.19%	96.65%	100.00%
Booking venues, resources and courses					
No enabled	1	2	10	22	22
% enabled	4.55%	9.09%	45.45%	100.00%	100.00%
Paying for goods and services					
No enabled	1	35	35	36	36
% enabled	2.78%	97.22%	97.22%	100.00%	100.00%
Providing access to community, professionals or business networks					
No enabled	4	10	22	23	23
% enabled	17.39%	43.48%	95.65%	100.00%	100.00%
Procurement					
No enabled	0	0	3	3	3
% enabled	0.00%	0.00%	100.00%	100.00%	100.00%
Grand Total					
No enabled	471	672	816	873	883
% enabled	53.34%	76.10%	92.41%	98.87%	100.00%

Access Channel Take-Up

	Actual ('000s)		Forecast ('000s)			Comment
	01/2	02/3	03/4	04/5	05/6	
E-enablement & Main E-Access Channel Take-Up						
Local Service Websites						
• Page impressions (annual)	1,936	3,612	6,000	10,000	15,000	
• Unique users, i.e. separate individuals visiting website (annual)	154	289	500	833	1,250	
• Number of e-enabled payment transactions accepted via website	0	1.6	5	8	15	
• Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via website	0.5	0.4	0.7	1.1	1.4	
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>						
• Number of e-enabled payment transactions accepted by telephone	0	1.6	10	20	20	
• Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via telephone	3.2	2.7	2.4	2.1	1.8	
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>						
• Number of e-enabled payment transactions accepted via personal contact	0	5	15	20	20	
• Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via personal contact	0.2	0.2	0.2	0.2	0.2	
Other Electronic Media <i>(e.g. BACS, text messaging):</i>						
• Number of e-enabled payment transactions accepted via BACS or other electronic form	112	120	130	140	150	
• Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via other electronic media	0	0	1	2	4	
Non Electronic <i>(e.g. cash office, post)</i>						
• Number of payments accepted by cheque or other non-electronic form	178	165	155	145	135	
• Number of street light failure reports (county) / abandoned vehicle reports (district) accepted via non-electronic form	0.4	0.3	0.3	0.3	0.2	

In addition to the statistics in the table, between January 2003 and the end of August, there were 49,247 independent visits to the Council's four information points. Of those visits, approximately 10,000 accessed Council services.

Clearly, the web statistics must be viewed with caution. For example, the figure for unique visitors isn't simply members of the public browsing the site. It also includes search engines. Networks using proxy or cache servers will also skew the statistics. In order to address this issue, we'll be introducing personalisation over the coming year which will give us much better quality information about how borough residents are using the site. The public will go through a simple registration process which will give access to value added information such as planning applications near their property, services and community groups within walking distance of where they live, etc.

Delivery of Key Technical Building Blocks & Priority Services

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	3	5	Use of APLAWS from Pathfinder Project. Also significant partnership work with Obtree to develop web site.
Smart cards	2	2	2	4	Working with TfL to investigate how smart cards can be used in the borough.
Interactive Digital TV	2	2	2	2	Strategic decision to wait for further development, greater take-up and lower costs before proceeding with Web TV.
Mobile Technology (i.e. for home/site visits)		2	2	5	Local partnership established to deliver mobile technology as part of Single Assessment Project.
Telemetry (i.e. remote, real time & signalling)		2	2	2	Limited work undertaken by RBK in this area. However, telemetry is on the roadmap for future developments.
Customer Relationship Management (CRM)	4	2	5	2	Useful feedback from pathfinder project. The LivinLondon partnership is essential to the introduction of CRM at RBK.
Knowledge Management	2	5	2	2	RBK is involved in the Knowledge Management National Project.
Workflow	3	2	4	2	We have used some workflow products in the ESD Toolkit which came from pathfinder projects.
e-Procurement	3	3	2	2	The outputs from the pathfinder and national projects have been useful in helping develop our strategy.

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)
Schools admissions		3	3	3	We are working in partnership with the organisations developing on-line admissions systems for schools and also the London specific application.
Local Planning Services	2	2	2	2	We are working with the planning portal to develop joined up services.
Electronic exchange of property information with Valuation Office Agency (VOA) for Council Tax & Business Rates		3	2	2	We already exchange information with the Valuation Office Agency for these services.
Working with business		2	2	5	We have well established local partnerships for working with business.
Crime reduction / youth offending		2	5	5	Working in partnership with neighbouring local authorities as well as stakeholders in the borough has been essential for the development of our crime reduction/youth offending strategy.
Claiming benefits		2	4	2	We work in partnership for benefits fraud detection.
Local e-Government Standards & Accreditation	4	4	4	4	We have found the development of standards essential to ensure interoperability not just within the Council but also with partners.
Fire Services		2	2	2	As a London Borough, we're not involved in partnership working with the fire service.
Trading standards		2	5	5	We are awaiting with interest the results of the Trading Standards National Project. There are already well established partnerships with neighbouring local authorities and local service providers.

National Project Technical Building Blocks & Priority Service Areas	Use of outputs from ODPM Pathfinder Project <i>(please score between 1-5)</i>	Use of outputs from ODPM National Project <i>(please score between 1-5)</i>	Partnership working with other local authorities <i>(please score between 1-5)</i>	Other Means <i>(please score between 1-5)</i>	Comment <i>(please comment briefly on your plans for developing each named technical building block or priority service area)</i>
Multi Agency Information Sharing	4	4	4	4	Many information sharing arrangements already in place. Partnerships will be essential to move these forward and develop further information sharing agreements.
e-Democracy		5	2	5	We are looking to become closely involved in the development of the eDemocracy national project. eDemocracy projects are underway within the borough.

Resources

The table overleaf outlines RBK's expected income from external funding sources and also projected expenditure. The expenditure is split between large scale projects for which no funding has been allocated and work we have undertaken with the IEG funding.

Clearly, we would welcome more funding to fill the gap. However, the Council takes a pragmatic view of what resources will be made available, both locally and nationally. In the meantime, we will make every effort to implement our large scale projects by careful use of budgets and reallocating resources.

Kingston's resourcing strategy for delivering eServices consists of a mix of capital spend, revenue spend, (including flexible use of existing ICT budgets), securing external funding via Central Government and/or other external partners (including the private sector) and possible joint arrangements with other public sector partners (e.g. health; other L.A's). The Council has tight revenue and capital budgets. Much will depend upon the success of achieving external funding from Government and the ability to 'recycle' existing budgets.

Kingston has been successful in securing £3.5M ISB funding which is ring fenced for a portal shared between four boroughs, LivinLondon, formerly known as the South West London Extranet. Clearly, this funding cannot be used for local eServices projects and therefore isn't listed as an income source within the Council's local eGovernment strategy.

Use of IEG Funds

During the current financial year, our IEG grant of £200K will be used for the following;

- Implementation of publicity campaign to promote Council Helpdesks and public access in general.
- Develop services available at existing helpdesks and implement new helpdesk in the Market house
- Development of Guildhall complex receptions
- Implementation of six additional information points and the "Call the Council" service
- Introduction of further contact centres in Education, Environmental Health & Social Services
- Implementation of Computer Telephony Integration (CTI) in contact centres.
- Development of new applications on web site (registration, personalisation, text messages, automatic emails)
- Development of joined up on-line resource for young people in the borough. Implementation of publicity and awareness campaign for the Young Livin' web site and the services available, in particular access to social workers.
- Promotion and Implementation of the Youth Parliament to encourage greater participation in the democratic process

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 		200	200			IEG funding has been used to implement local helpdesks (one-stop shops), electronic information points, web site development, on-line payments, publicity/awareness campaigns, on-line applications and other public access improvements.
<ul style="list-style-type: none"> financial contributions from EU funding 						
<ul style="list-style-type: none"> financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB) 						See section on LivinLondon Partnership.
<ul style="list-style-type: none"> financial contribution from public-private partnerships 						
<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 						
<ul style="list-style-type: none"> resources being applied from internal revenue and capital budgets to improve the quality of services through e-enablement 	100	50	70	80	100	
<ul style="list-style-type: none"> other resources (e.g. training) (please specify) 						
Sub total	100	250	270	80	100	
<ul style="list-style-type: none"> less current and projected savings produced from e-government investment 	0	0	0	0	0	No direct savings anticipated. Resources are reinvested in improving services.
TOTAL	100	250	270	80	100	