

BABERGH DISTRICT COUNCIL

FROM: E-Government Steering Group

REPORT NUMBER F199

TO: STRATEGY COMMITTEE

DATE OF MEETING 8 March 2007

E-GOVERNMENT STEERING GROUP UPDATE REPORT

1 PURPOSE OF REPORT

1.1 This report gives an update of the progress being made by the E-Government Steering Group (EGSG) over the last 6 months from September 2006.

2 RECOMMENDATIONS

2.1 That the report be noted.

3 FINANCIAL IMPLICATIONS

3.1 None.

4 KEY INFORMATION

4.1 A summary of our achievements to September 2006 was given to Strategy on the 28th September 2006 [Paper F86](#).

4.2 Achievements in the last four months include:-

- Approval for Document Image Processing (DIP) in planning.
- Approval for enhancements to the Revenues, Benefits and Housing systems (IBS) for customer access.
- Approval in principle for Local Authority Modernisation Programme (LAMP) Phase 2.
- Trial of e-Claims and e-Procurement systems.
- Continued cleansing of our addresses and recent uploading of them to the National Land and Property Gazetteer Hub – statutory obligation.
- Completion of “On-line viewing” for licensing applications for Police and Fire services.
- Approval of an enhanced data storage and backup system (SAN).
- Approval of Office Refresh.

4.3 Key items in the above list are commented on in the following paragraphs.

4.4 **DIP in planning** is an identified requirement of the CAST project. This will:-

- allow all planning and building regulations applications to be handled and stored digitally;
- allow all planning applications to be posted on to the web-site;
- provide greater security of data;
- reduce printing and archiving costs;
- allow for files to be moved around the office electronically and more efficiently.

- 4.5 It will enable the planning services to become more efficient by implementing electronic mechanisms for the handling of all applications and communicating with all other stakeholders.
- 4.6 Additional modules will be acquired in conjunction with DIP to support the enablement of customer access to information, including the ability to submit Building Control submissions online.
- 4.7 **IBS enhancements** provide the necessary infrastructure to enable controlled and authorised access to appropriate information within our Revenues, Benefits and Housing systems. This will be either directly to our customers, through our website, or will allow easier access to such information for Customer Service Advisors to provide mediated access over the telephone. These enhancements are a fundamental part of our CAST project.
- 4.8 **Address cleansing** is the ongoing cleansing of our Local Land and Property Gazetteer (LLPG) so that it can be used as the central hub of accurate address information within the Council (see 2.9 below). Work is still underway on this project, which continues to be a major exercise, due to the inaccuracies and inconsistencies within the existing data built up over a long period of time.
- 4.9 **LAMP Phase 2** covers a major item of work (expected to be £1M and 2 years in duration) to improve our land and property information, systems and processes. This has been proposed through the SFP process and consists of:-
- A data capture / cleansing exercise to convert existing paper records into electronic format, and ensure there is consistency and accuracy between related information.
 - Bringing back the cleansed LLPG (as 2.8 above) into the system, and linking it to the key systems that use property addresses (such as Council Tax, Electoral Registration etc.). This will enable address changes to be made centrally and then be automatically fed to other systems.
 - Changes to our key land and property system suite (Plantech), and the replacement of our Geographic Information System (Datamap), so that information can be handled much more effectively in a spatial manner (i.e. map-based information).
- 4.10 The changes proposed will enable information to be shared more readily with other bodies (e.g. Police, County etc.) which will become more important in the future.
- 4.11 **SAN** is a Storage Area Network which effectively allows us to provide data storage for our systems in a much more cost-effective manner. Instead of buying storage directly attached to our application, database and file servers, we will implement a system of shared storage. This is cheaper, and maximises the utilisation of storage by doing away with the need to keep reserves of storage for each server. As part of this project, we will enhance our backup mechanisms to speed the process and enable our systems to be available for online use over longer hours.
- 4.12 Appendix A sets out details of Capital commitment for 2006/7 through EGSG. This includes technology required and funded through the CAST project, which has been technically approved through EGSG.
- 4.13 Appendix B is our Annual Efficiency Statement – Backward Look – which previously accompanied “Efficiencies Update” report sent to strategy on the 16th November 2006, [Paper F120](#). Highlighted within, are those areas, which have benefited from e-Government money. We have not included specific EGSG expenditure and savings as some of these projects have now been subsumed by CAST (e.g. Website, E-forms, DIP for Planning) and the dividing lines of where the savings should be attributed are blurred. In the future we intend to rely on the Annual Efficiency Statement (AES) returns – rather than report a subset of savings specifically from EGSG.

4.14 £900K of Implementing Electronic Government (IEG) money has enabled Babergh to: Install and upgrade major computer systems including Benefits Claims, Council Tax, Business Rates, Housing, Licensing, Land Charges as well as major improvements to our website proving access to services through online forms, payments, searching, links to other websites. A more detailed summary of our achievements was presented to Council on April 11th 2006, in Appendix 1 of [Paper F7](#), under the E-Government Steering Group's Annual Report within the Chairman's Report on Progress – Year to March 2006.

5 APPENDICES

- (a) Capital budgets 2006/7
- (b) Annual Efficiency Statement – Backward Look

6 BACKGROUND PAPERS

CONTACT: Carl Reeder

DIRECT LINE: 01473 825874

Appendix A

Capital (2006/7)

Capital (2006/7)					
Name	Description	2006/7 Committed	2006/7 To be Committed	2006/7 CAST commitment	Total
Infrastructure projects					
PC refresh	Replacement of all PCs over a 5-year period. 2006/7 is the first year.	35,000			35,000
Server refresh	Replacement of all server hardware over a 5-year period. 2006/7 is the first year.	26,000			26,000
NT replacement	Replacement of the Windows NT operating system on those servers and PCs still using it.	12,000			12,000
Data storage / backups	The implementation of a Storage Area Network to provide better and more cost effective data storage for all systems, and to improve our ability to provide fast and extensive data backups.	60,000			60,000
DRP Provision	Enhancements to disaster recovery facilities relating to IT systems. This includes enhancements to the existing server room, including fire suppression facilities.	35,000			35,000
Office refresh	Updating of all MS Office products over a 5-year period so that we use only one (or at most 2) versions of the product.	21,000			21,000
E-mail archiving	Implementation of e-mail archiving and recovery mechanisms.		10,000		10,000
					0
Application / Transformation projects					
LAMP - LLPG Cleansing	Continuation of the cleansing activity of our Land and Property Gazetteer to enable its use as the hub for other systems, and to enable it to link with the National Land and Property Gazetteer	55,330			55,330
Positional Accuracy Improvement Software	Software and services to assist in the movement of land and property co-ordinate references in line with Ordnance Survey map changes.	41,340			41,340
IBS Application Enhancements	Essential enhancements to IBS to provide appropriate infrastructure for, and the application enhancements necessary for, wider access by customers (or mediated through Customer Services Officers).		68,185	40,000	108,185
DIP for Planning	Implementation of DIP within the Planning area			65,000	65,000
Planning e-enablement	Essential enhancements to the Plantech suite to provide appropriate infrastructure for, and the application enhancements necessary for, wider access by customers (or mediated through Customer Services Officers).			60,000	60,000

Capital (2006/7) - continued

Name	Description	2006/7 Committed	2006/7 To be Committed	2006/7 CAST commitment	Total
Website enhancement	Implementation of agreed website enhancements as prioritised through the Web First officer group.		20,000		20,000
Electronic Payments	Proposed changes to our cash receipting system to enable payments to be made for ad-hoc services (such as bulky waste collection). This is subject to there being a quantifiable need.		19,000		19,000
Citrix for staff and suppliers	The provision of further remote access capability for staff to work from home or remotely.	15,000			15,000
Handheld (Tough Books) for Building Control	The provision of robust equipment to allow Building Control inspectors to collect and transmit data, and have access to relevant systems where appropriate, when working at remote sites.		10,000		10,000
General Mobile / Handhelds	The provision of further infrastructure to support working away from the office, in non-"home working" environments.		30,000		30,000
onesuffolk projects	Implementation of projects instigated through the Suffolk Accessible Government Partnership (SAGP). This includes investigation of Government Connect.		10,000		10,000
					0
	TOTAL	300,670	167,185	165,000	632,855

The figures within the 2006/7 CAST commitment column are those items within the CAST project that have been technically approved by the e-Government Steering Group.

Appendix B

Annual efficiency statement - backward look

Title	Ongoing gains sustained from 2004/05 (Â£)		Further gains achieved in 2005/06 (Â£)		...of which expected to be ongoing (Â£)		Cumulative gains as at end of 2005/06 (Â£)		Related links
	Total gains	...of which cashable(Â£)	Total gains	...of which cashable (Â£)	Total gains	...of which cashable (Â£)	Total gains	...of which cashable (Â£)	
Adult social services	0	0	0	0	0	0	0	0	Documents People Projects
2005/06 Primary quality cross check									
Quality cross check							2004/05	2005/06	Quality cross check met?
No efficiency gains to be reported in this sector, (enter 0 in 2004/05 and 0 in 2005/06)							0	0	Yes
Overarching key actions taken:									
Overarching quality crosscheck information:									
Children's services	0	0	0	0	0	0	0	0	Documents People Projects
2005/06 Primary quality cross check									
Quality cross check							2004/05	2005/06	Quality cross check met?
No efficiency gains to be reported in this sector, (enter 0 in 2004/05 and 0 in 2005/06)							0	0	Yes
Overarching key actions taken:									
Overarching quality crosscheck information:									

Culture and sport	0	0	0	0	0	0	0	0	Documents People Projects
	2005/06 Primary quality cross check								
	Quality cross check						2004/05	2005/06	Quality cross check met?
	No efficiency gains to be reported in this sector, (enter 0 in 2004/05 and 0 in 2005/06)						0	0	Yes
	Overarching key actions taken:								
Overarching quality crosscheck information:									
Environmental services	485,438	334,345	176,200	92,600	176,200	92,600	661,638	426,945	Documents People Projects
	2005/06 Primary quality cross check								
	Quality cross check						2004/05	2005/06	Quality cross check met?
	Percentage of households resident in the Authority's area served by kerbside collection of at least two recyclables (BV91b)						100	100	Yes
	Overarching key actions taken: Reduced cost (Â£77,900) and improvement in tonnage recycled (Â£1,300) of the twin bin scheme. Increased provision of garden waste service with very little increase in resources (Â£80,200). Reduced cost of trade waste scheme with increase in service to customers (Â£14,000). Reduced cost of removing abandoned vehicles with no change in the quality of service (Â£2,800).								
	Overarching quality crosscheck information: In addition to the key quality crosscheck, the council has improved the outcomes and performance on the following BVPI's (these are additional quality crosso-checks): BV 82b - % waste composted up from 4.24% in 2004/05 to 6.45% in 2005/06 (provisional) BV 84a - number of kilograms of household waste collected per head up from 396.4 to 405.21 (provisional)								

Local transport (highways)	0	0	0	0	0	0	0	0	Documents People Projects	
	2005/06 Primary quality cross check									
	Quality cross check						2004/05	2005/06	Quality cross check met?	
	No efficiency gains to be reported in this sector, (enter 0 in 2004/05 and 0 in 2005/06)						0	0	Yes	
	Overarching key actions taken: Overarching quality crosscheck information:									
Local transport (non-highways)	0	0	0	0	0	0	0	0	Documents People Projects	
	2005/06 Primary quality cross check									
	Quality cross check						2004/05	2005/06	Quality cross check met?	
	No efficiency gains to be reported in this sector, (enter 0 in 2004/05 and 0 in 2005/06)						0	0	Yes	
	Overarching key actions taken: Overarching quality crosscheck information:									
LA social housing (capex)	0	0	0	0	0	0	0	0	Documents People Projects	
	2005/06 Primary quality cross check									
	Quality cross check						2004/05	2005/06	Quality cross check met?	
	No efficiency gains to be reported in this sector, (enter 0 in 2004/05 and 0 in 2005/06)						0	0	Yes	
	Overarching key actions taken: Overarching quality crosscheck information:									

	Overarching quality crosscheck information:								
LA social housing (other)	0	0	12,000	12,000	0	0	12,000	12,000	Documents People Projects
2005/06 Primary quality cross check									
Quality cross check							2004/05	2005/06	Quality cross check met?
Non-approved indicator (enter 0 in 2004/5 and 1 in 2005/6 and explain in the text box)							0	1	Yes
Overarching key actions taken: Profit on architectural design work undertaken for Housing Association Social Housing schemes (Â£12,000)									
Overarching quality crosscheck information: Increase in number of Local Authority/Housing association dwellings in Babergh in 2005/06, from ODPM Housing Strategy Statistical Appendix 2006, section N = 42.									
Non-school educational services	0	0	0	0	0	0	0	0	Documents People Projects
2005/06 Primary quality cross check									
Quality cross check							2004/05	2005/06	Quality cross check met?
No efficiency gains to be reported in this sector, (enter 0 in 2004/05 and 0 in 2005/06)							0	0	Yes
Overarching key actions taken:									
Overarching quality crosscheck information:									
Supporting people	0	0	0	0	0	0	0	0	Documents People Projects

	2005/06 Primary quality cross check								
	Quality cross check						2004/05	2005/06	Quality cross check met?
	No efficiency gains to be reported in this sector, (enter 0 in 2004/05 and 0 in 2005/06)						0	0	Yes
	Overarching key actions taken:								
	Overarching quality crosscheck information:								
Homelessness	0	0	17,100	17,100	17,100	17,100	17,100	17,100	
	2005/06 Primary quality cross check								
	Quality cross check						2004/05	2005/06	Quality cross check met?
	Reduction in use of temporary accommodation, where exercising a duty under the homelessness legislation						0	0	Yes
	Previous primary quality cross check (if different)								
	Previous primary quality crosscheck						2004/05	2005/06	Quality cross check met?
	No efficiency gains to be reported in this sector, (enter 0 in 2004/05 and 0 in 2005/06)						0	0	Yes
	Overarching key actions taken: Implementation of new Homelessness Strategy reducing the use of Bed & Breakfast accommodation. The reduction in use of temporary accommodation (BV203) in 2005/06 was -6.41% as compared to 2004/05 -3.85%.								
	Overarching quality crosscheck information:								
Other cross-cutting efficiencies not covered above									
Corporate services	102,907	102,907	32,600	32,600	32,600	32,600	135,507	135,507	Documents People Projects
	2005/06 Primary quality cross check								
	Quality cross check					2004/05	2005/06	Quality cross check met?	
	No new qualifications on the financial accounts (0=No, 1=Yes)					1	1	Yes	
	Previous primary quality cross check (if different)								
	Previous primary quality crosscheck					2004/05	2005/06	Quality cross check met?	
	No deterioration in CPA `Use of Resources´ score (0=No, 1=Yes)					1	1	Yes	
	Overarching key actions taken: Full year/additional staff savings in Finance and Office support services.								
	Overarching quality crosscheck information: No new qualifications on the financial accounts are estimated for 2005/06.								

Procurement	3,573	766	25,100	18,200	25,100	18,200	28,673	18,966	Documents	
									People	
									Projects	
	2005/06 Primary quality cross check									
	Quality cross check							2004/05	2005/06	Quality cross check met?
	Corporate procurement strategy in place and/or updated in the last year (0=No, 1=Yes)							1	1	Yes
Overarching key actions taken: Action Plan being progressed to achieve commodity savings and business processes, with some initial savings achieved in 2005/06 and more planned in 2006/07										
Overarching quality crosscheck information:										
Productive time	0	0	24,700	24,700	24,700	24,700	24,700	24,700	Documents	
									People	
									Projects	
	2005/06 Primary quality cross check									
	Quality cross check							2004/05	2005/06	Quality cross check met?
	Non-approved indicator (enter 0 in 2004/5 and 1 in 2005/6 and explain in the text box)							0	1	Yes
	Previous primary quality cross check (if different)									
	Previous primary quality crosscheck				2004/05	2005/06	Quality cross check met?			
	Working days lost to sickness absence (BV12)				8.36	8.44	No			
	Overarching key actions taken: Process in place to leave posts vacant if possible and delay recruitment without impacting on service delivery as well as not replacing vacant posts where appropriate. This has resulted in overall savings compared to the previous year.									
Overarching quality crosscheck information: Number of Housing Benefit and Council Tax Benefit claimants visited per 1000 caseload (BV76a) has risen from 208 in 2004/05 to 233.28 in 2005/06. The percentage of invoices for commercial goods or services paid on time (BV8) has risen from 96.8% to 98.5%. The number of working days lost due to sickness absence increased slightly in 2005/06 due to a small number of people being absent for long periods due to family bereavement or major surgery.										

Transactions	113,422	49,309	140,700	56,100	140,700	56,100	254,122	105,409	Documents	
									People	
									Projects	
	2005/06 Primary quality cross check									
	Quality cross check				2004/05	2005/06	Quality cross check met?			
	Percentage of Council Tax collected (BV9)				98.65	98.79	Yes			
Overarching key actions taken: Continued emphasis on Revs & Bens activities to streamline processes, achieving higher volumes of transactions and cases within existing staff resources (Â£17,400). The number of benefit fraud sanctions also increased significantly from 2004/05 providing efficiency improvement and additional income using existing staff resources totalling Â£81,900. Increased use of the website and other electronic methods have avoided the need for staff to be involved (i.e. cost avoidance) by (Â£41,400).										
Overarching quality crosscheck information:										
Miscellaneous efficiencies	37,773	5,104	16,300	7,500	16,300	7,500	54,073	12,604		
	2005/06 Primary quality cross check									
	Quality cross check						2004/05	2005/06	Quality cross check met?	
	Non-approved indicator (enter 0 in 2004/5 and 1 in 2005/6 and explain in the text box)						0	1	Yes	
	Previous primary quality cross check (if different)									
	Previous primary quality crosscheck					2004/05	2005/06	Quality cross check met?		
	Overall CPA score (0=Poor, 1=Weak, 2=Fair, 3=Good, 4=Excellent)					3	3	Yes		
	Overarching key actions taken: Savings on advertising planning applications (Â£7,500)									
	IEG plans have resulted in the introduction of systems which have avoided the need for a proportion of this contact to be dealt with by staff ie cost avoidance (Â£8,800).									
	Overarching quality crosscheck information: Quality of planning services checklist (BV205) has increased from 83% in 2004/05 to 94.4% in 2005/06.									
Total	743,113	492,431	444,700	260,800	432,700	248,800	1,187,813	753,231		

Bottom of Form