

**EAST AYRSHIRE COUNCIL**  
**POLICY AND RESOURCES COMMITTEE**

8<sup>th</sup> February 2006

**ELECTRONIC SERVICE DELIVERY - PERFORMANCE REPORT**

**Report by Depute Chief Executive / Executive Director of Corporate Support**

**1. PURPOSE OF REPORT**

- 1.1 To advise Members of progress made in respect of developing and implementing the electronic delivery of Council services (ESD).

**2. BACKGROUND**

- 2.1 The Scottish Executive requires Councils to, where feasible, e.enable a Reference List of **46** National Priority Services, and has recommended that Councils should work towards the e.enablement of these services by December 2005. The Reference List of 46 National Priority Services is attached for information as Appendix A to this Report.

- 2.1.1 The Executive's current recommendation in respect of the timescale for e.enablement of services represents a shift from their previous position of requiring Councils to complete the work by December 2005, and now recognises local issues in respect of achieving compliance, in addition to the need for the delivery of their own Customer 1<sup>st</sup> Initiative as an essential pre-requisite to fully e.enabling services.

- 2.2 The Executive has also asked Councils to identify and e.enable additional Locally Identified Priority Services which "*will result in a marked improvement in service delivery*". The Executive recognises that the e.enablement of locally identified services will be an on-going process with the implementation timescale subject to individual Council priorities and funding.

- 2.3 Locally identified priority services have been identified on the basis of those which are cost-effective to e.enable, and are likely to improve customer service, with top priority being assigned to those likely to result in service improvements. The agreed list of additional Locally Identified Priority Services is attached for information as Appendix B to this Report.

- 2.4 The Reference List of 46 National Priority Services has been categorised in accordance with the "e.Europe Framework" guidelines which define ESD across the undernoted four individual categories, ie.,

- Providing Information
- One-way Transaction
- Two-way Transaction
- Full Transaction

2.4.1 “Providing Information” is defined in terms of “*the information necessary to start the procedure to obtain a public service electronically*”, examples being ;

- Accessing and obtaining information from the Council web site.
- Information that can be accessed and interrogated electronically by staff from Council systems which in turn can be provided over the telephone to customers.
- Information that can be accessed and interrogated electronically by staff at a Council office/premises which in turn can be provided to customers in person.
- Information that can be accessed and viewed by customers electronically through self-service at Council office/premises.

2.4.2 “One-way Transaction” is defined in terms of “*the accessibility to obtain in a non-electronic way (ie. by downloading forms) the paper version to start the procedure to obtain a service*”, examples being ;

- Customers are able to download relevant forms and guidance notes from the Internet. Staff are able to download and supply relevant forms and guidance notes to a customer either by post and/or in person visiting the Council office/premises.
- Able to use an electronic channel to request a non-electronic form (ie., a customer requesting a paper version form by sending an electronic message to the Council or a specific number of staff).
- Customers able to communicate electronically with a Council (ie., e.mail messages, comments and feedback directly to staff). Completion of electronic on-line consultations and surveys.

2.4.3 “Two-way Transaction” is defined in terms of “*the accessibility to obtain through an electronic intake with an official electronic form to start the procedure to obtain a service*”, examples being ;

- Customers are able to request a service directly through on-line completion of forms. Completed forms can also be returned as an electronic message attachment to the Council.
- Staff are able to access Council systems and complete service requests electronically on behalf of a customer either over the telephone and/or at a Council office/premises.
- This level implies that there must be a form of authentication of the person (physical or juridical) requesting the service in order to reach Stage 3.

2.4.4 “Full Transaction” is defined in terms of “*the accessibility to provide the service electronically including decision, delivery and payment. No other formal procedure is necessary for the service applicant via paperwork*”, examples being ;

- Customers are able to request a service electronically through on-line completion of electronic forms.
- Customers are able to request a service electronically through telephone contact with the Council.

- Customers are able to visit a Council office/premises and request a service electronically through self-service, ie., public kiosk with access to the Council internet site.
- Customers are able to visit a Council office/premises and request a service electronically via a member of staff with appropriate access to operating systems.
- All service requests are able to be collated electronically through Council operating systems and processed accordingly across Council service units.

The Full Transaction category includes receipt of form/request through to delivery of the service/product, eg., booking and paying for Theatre tickets, booking a sports facility and making electronic payments. This category also includes on-line payments to the Council, eg., Council Tax, Rent, Sundry Debtors etc.

**2.5** The Council's progress towards developing and implementing ESD is regularly reported to, and considered by, the Corporate Management Team.

### **3. PROGRESS ON THE ELECTRONIC DELIVERY OF THE 46 NATIONAL PRIORITY SERVICES**

**3.1** Current progress within the Council on the development and implementation of electronic services in respect of the Scottish Executive's requirements for compliance against the 46 National Priority Services is summarised as ;

- Provision of Information - **100% compliant,**
- One-way Transaction - **100% compliant,**
- Two-way Transaction - **100% compliant,**
- Full Transaction - on 31<sup>st</sup> December 2005 the Council was assessed to be **74% compliant,** and a further **9.5 % partially compliant** in respect of Full Transactional capability.

**3.2** The Council awaits Scottish Executive progress in respect of its national Customer 1<sup>st</sup> Programme which, when delivered, will account for a further **6.5%** of the Full Transactional ESD target.

**3.3** The processes and/or systems associated with **12** of the 46 National Priority Services require varying degrees of further development in order to achieve Full Transactional capability. A list of this subset of Services, together with the current status, and an indication in each case of the relevant lead Department / Service, is attached for information as Appendix C to this Report.

**3.4** Discussions are currently underway with individual Service Departments who have the lead in respect of agreeing timescales and priorities for ESD development, with the overall objective of implementing the remaining processes and/or systems necessary to achieve, where feasible, full Transactional capability in respect of the 46 National Priority Services.

### **4. BENCHMARKING OF EAC's ESD COMPLIANCE**

**4.1** To date, EAC is one of only two Councils in Scotland to have introduced the Customer Account in support of ESD, and to have made this functionality available

on-line through its corporate website as the means for customers to access personal data.

Consequently, when the Scottish Executive implements the National Citizen's Account there will be a requirement to integrate / align, as appropriate, the local Customer Account with the national initiative.

**4.2** The Reference List of 46 National Priority Services is being used by the Scottish Executive as a benchmark to measure individual Councils levels of ESD compliance, and in this respect ITS regularly reports the Council's progress to the Executive, who in turns maintains a number of consolidated status reports on a Council-only viewable (ie., not publicly accessible) page on its website of the ESD position in respect of all Scottish Councils.

**4.3** On 31<sup>st</sup> December 2005, the reported average benchmarks on the Scottish Executive website indicate East Ayrshire Council as having achieved the highest level of ESD compliance of any Scottish Council.

**4.3.1** On 31<sup>st</sup> December 2005, the levels of ESD compliance for the Council's "Typical Family Grouping" are summarised as follows ;

	<b>Compliance Progress</b>				
	<b>EAC</b>	<b>North Ayrshire Council</b>	<b>Clackmannanshire Council</b>	<b>Inverclyde Council</b>	<b>Scottish Council Average</b>
<b>Provision of Information</b>	<b>100%</b>	88%	100%	100%	87%
<b>One-way Transaction</b>	<b>100%</b>	78%	86%	100%	66%
<b>Two-way Transaction</b>	<b>100%</b>	75%	78%	100%	48%
<b>Full Transaction</b>	<b>74%</b>	50%	44%	0%	24%

## **5. PROGRESS ON THE ELECTRONIC DELIVERY OF THE LOCALLY IDENTIFIED PRIORITY SERVICES**

**5.1** In consultation with individual Service Departments, IT Services has produced a comprehensive Corporate ESD Development Plan which includes a consolidated list of all services suitable for electronic delivery.

**5.2** The Corporate ESD Development Plan is a dynamic working document, monitoring current and future progress on ESD beyond the Scottish Executive's current requirements. It identifies a subset of **16** "Priority" services some of which correlate to items on the Scottish Executive's list of 46 National Priority Services.

**5.3** It should be noted, however that the scope of any particular locally identified Priority Service may differ from that of the corresponding National Priority Service, for

example the potential of the Council's new eBooking system extends beyond the leisure and recreation functions directed by the Scottish Executive.

- 5.4 Of the 16 Locally Identified Priority Services, work has been completed in respect of delivering 4 electronically, whilst the processes and/or systems associated with the remaining 12 services require varying degrees of further development in order to comply with the requirements for ESD.
- 5.5 An indication of the anticipated ESD status on 31<sup>st</sup> December 2005 of each of the 16 Locally Identified Priority Services is included within Appendix B to this Report.

## **6. FINANCIAL IMPLICATIONS**

- 6.1 The cost of the required ICT developments in respect of delivering electronic government have, to date, been met through a combination of Peoples Network funding, New Opportunities funding, the Council's Corporate ICT Capital Programme, and the Council's allocation of funding from Rounds 1 and 2 of the Modernising Government Fund.
- 6.2 In addition to previous funding grants the Scottish Executive has now awarded the Council a further **£ 765,750** from the 3<sup>rd</sup> Round of the Modernising Government Fund to meet the costs associated with further planned developments in respect of ESD.

## **7. POLICY / LEGAL / COMMUNITY PLANNING IMPLICATIONS**

- 7.1 The ESD project is integral to the Improving Opportunities theme of the Community Plan, is consistent with the Council's core value of access, and will play a major part in delivering social inclusion across East Ayrshire.

## **8. RECOMMENDATIONS**

- 8.1 It is recommended that Members :
  - a) Note the Council's success in delivering its objectives for electronic service delivery.
  - b) Otherwise note the contents of the Report.

Elizabeth Morton  
Depute Chief Executive / Director of Corporate Support  
20 January 2006

## **LIST OF BACKGROUND PAPERS**

Nil.

For further information on this Report, please contact  
Malcolm Roulston, Head of Information Technology (Tel : 01563 576809)

**APPENDIX A****REFERENCE LIST OF 46 NATIONAL PRIORITY SERVICES**

<b>No.</b>	<b>Service Activity</b>	<b>Department / Service</b>	<b>Service Activity Description</b>
1	Leisure & Recreation - Booking a Council facility and making a payment	Leisure Services	The booking and payment of all sporting activities provided by the Council, or managed services supplied by an external service provider on behalf of the Council.
2	Public Library - Renewing, extending and reserving library books	Leisure Services	Access to the full range of Council's Library Service for the loan, renewal, extending and reserving of all materials and products.
3	Council Tax - Making a Council Tax payment	Financial Services	The payment of Council Tax through multiple channels - e.g. Direct Debit, Internet payment, Voucher book, Paypoint, Over the Telephone, etc.
4	Council Tax - Making an enquiry about entitlement to benefit/discounts/exemptions or relief	Financial Services	Citizens making specific Council Tax enquires about Entitlement to Benefit/Discounts/Exemptions and Relief.
5	Council Tax - making an enquiry about banding, balance, direct debit or payment due date	Financial Services	Citizens making other specific Council Tax enquires
6	Citizens making other specific Council Tax enquires	Financial Services	Citizens making application for council tax benefit, discount, exemption, relief and to pay using direct debit.
7	Housing Benefit - Making a general enquiry or notifying change of circumstance	Financial Services	Citizens making general enquiries against housing benefit.
8	Housing Benefit - Applying for housing benefit	Financial Services	Citizens making application for housing benefit.
9	Housing - Requesting a repair	Housing Services	The request and processing of a Housing Repair.
10	Housing - Enquiring about the status of a repair	Housing Services	Advising on status of a Housing Repair.
11	Housing - Requesting general information and advice	Housing Services	A request received for information and advice about any housing issue or problem.
12	Housing Rent - Making a payment	Housing Services	The payment of rent for Council house property.
13	Housing - Applying for a house	Housing Services	A request received for information and advice about any housing issue or problem.
14	A request received for information and advice about any housing issue or problem.	Housing Services	A request received for information about the status on a Waiting list for a Council house property. Also, specific information on the allocation of points in terms of an application.
15	Planning - Applying for planning permission and making a payment	Land and Property Services	The process for making a Planning Application to the Council.
16	Planning - Enquiring about the status of a requested planning application	Land and Property Services	Advising on status of a requested Planning Application.
17	Refuse Collection - making a general enquiry about refuse collection	Neighbourhood Services	Enquiries received and information provided on the collection of Business and Residential waste refuse.
18	Refuse Collection - Making a complaint about refuse collection	Neighbourhood Services	Complaint about the Business and Residential waste refuse not collected on a regular basis (collection not made as per Council's schedule).
19	Street Light Fault - Reporting a fault	Land and Property Services	Reporting of any defects and street lighting issues.
20	Roads and Pavements - Reporting faults with roads and pavements	Land and Property Services	Reporting of any defects and faults relating to roads and pavements.
21	Special Uplift - requesting a special collection (including making payment where appropriate)	Neighbourhood Services	Request made to the Council in respect of a Special Uplift. Full service provision includes completion of the request
22	Building Control - Applying for a building warrant (including making payment where appropriate)	Land and Property Services	The process for making a Building Control Application to the Council. The primary objective being the processing of building warrants and completion certificates.
23	Pest Control - Requesting a service to deal with pests (including making payment where appropriate)	Neighbourhood Services	Request from citizens and businesses to deal with pests that are harmful to public health and well being.
24	Pest Control - Reporting general instances of pest infestation	Neighbourhood Services	General reporting from citizens and businesses of pests that may be harmful to public health and well being.

25	Education Grants - Applying for a clothing grant	Educational Services	An application for Education – Clothing Grant to assist with the cost of school clothing for state-maintained school pupils whose families are receiving particular state benefits or have a low income.
26	Education Grants - Applying for free school meals	Educational Services	An application for Free School Meals provided to children of families who are in receipt of appropriate social benefits.
27	Education Grants - Applying for an Education Maintenance Allowance	Educational Services	An application for Education Maintenance Allowances (EMA's) which is a government funded scheme to assist young people from lower income families to stay on in school for further education.
28	Education - Transferring pupil information between schools	Educational Services	Transfer and exchange of pupil information within a specific school and between schools using electronic mediation. i.e. electronic data management.
29	Education - Providing information for parents	Educational Services	Provision of information to parents specific to Education services.
30	Education - Recording pupil attendance in schools	Educational Services	Recording pupil attendance using registers facilitated by electronic mediation.
31	Education - Making a general enquiry about Lifelong Learning	Educational Services	Enquiries received by the Council specific to learning activities that are available within council facilities.
32	Education - Booking a course and other learning activities	Educational Services	Bookings received by the Council specific to learning activities that are available within council facilities.
33	Social Work - Ordering and Supplying Aids and Adaptations to the home	Social Work & Health Services	The Process for making changes and obtaining aids for people who need help around the home.
34	Social Work - Assessing need for social care (Single Shared Assessment)	Social Work & Health Services	The process for assessing and determining the social care requirements for an individual.
35	Social Work - Applying for Home Care	Social Work & Health Services	Provision of home care and support to eligible people in their own home. This service may be provided by council staff or by a third party.
36	Social Work - Applying for social work services	Social Work & Health Services	The process required to action referrals/enquiries through to provision of social services.
37	Blue Badge - Applying for a blue badge	Social Work & Health Services	Application for people with severe walking difficulties, who are registered blind, or who have severe disabilities and may be eligible for a Blue Badge to allow vehicle parking in appropriate areas.
38	Corporate - Making a Complaint	Corporate Support	The process for dealing with Corporate Complaints received from receipt of enquiry to resolution of complaint.
39	Council - Notifying a change of address	Corporate Support	The process to inform the Council about a citizen's change of address.
40	Council - Applying for job with the Council	Corporate Support	The process for publication of council vacancies and managing recruitment through electronic mediation.
41	Registration - Registering a Birth, Death or Marriage (including making payment)	Neighbourhood Services	The processes for the registration of births, deaths and marriages using electronic mediation where feasible.
42	Licensing - Applying for a Taxi Driver licence (including making payment)	Neighbourhood Services	The process for any person to be authorised to drive a licensed private hire vehicle.
43	Licensing - Applying for a Street Trader licence (including making payment)	Neighbourhood Services	The process for any Street Trading to be authorised before the selling or offering for sale of any article in the street.
44	Licensing - Applying for a Liquor licence (including making payment)	Finance Services	The process for application to sell alcohol in hotels, pubs, discos, restaurants and shops.
45	Business Development - Applying for a Business Development Grant	Economic Services	The process for the provision of grants to assist business development needs requirements within the council boundary.
46	Transport - Paying a Parking Fine	Transportation Services	The process to facilitate the payment of parking fines.

**APPENDIX B****LOCALLY IDENTIFIED PRIORITY SERVICES**

<b><u>Service Department</u></b>	<b><u>Service</u></b>	<b><u>Project Title</u></b>	<b><u>Description</u></b>	<b><u>Comments / Progress</u></b>	<b><u>Timescale</u></b>	<b><u>Priority</u></b> (100=high; 1,000=low)	<b><u>National Priority Service Number</u></b>
Corporate Support	Financial Services	Council Tax. Making a Council Tax Payment.	Radius system. Interface available through Intranet and Web Site.	<b>Complete</b>	n/a	100	3
Neighbourhood Services	Leisure & Protective Services	Public Library. Renewing, extending and reserving library books.		<b>Complete</b>		100	1
Corporate Support	Administration & Legal Services	Comments, Complaints, Compliments and Suggestions.	On-line forms, logging and tracking by Department of complaints and responses, etc.	Currently appraising options in respect of Respond 3 or CCG.		100	38
Corporate Support	CD&C	Council / General Enquiries	Dedicated on-line forms and logging and tracking of enquiries.	Currently appraising options in respect of Respond 3 or CCG.		100	n/a
Corporate Support	Financial Services	Radius Paylink	Integrating e.Payments with back-end systems, e.g. Catalogue of items for sale in Libraries; Licensing etc.	Pilot test underway with White Goods Uplift.	Spring 2006	100	n/a

<u>Service Department</u>	<u>Service</u>	<u>Project Title</u>	<u>Description</u>	<u>Comments / Progress</u>	<u>Timescale</u>	<u>Priority</u> (100=high; 1,000=low)	<u>National Priority Service Number</u>
Corporate Support	Personnel Services	Council Job Vacancies	Online application forms and logging and tracking of applications.	Enable partial completion. Time saving Accessibility Extending use of On-Line recruitment Pack. Efficiency of office procedures Reduction on enquires/Complaints	Computerised Recruitment System currently out to tender.  April 2006.	100	n/a
Development & Property Services	Planning & Building Control	Local Plan	Comments and Objections adopted.	Currently available through Web site and discussions underway to further develop.		100	n/a
Development & Property Services	Planning & Building Control	Submission of Planning and Building Warrant Applications.	Differentiate between active / historic Applications / Decisions	See Appendix C.		100	15 & 22
Development & Property Services	Planning & Building Control	PAL	Planning Applications Link System now on-line.	<b>Complete</b>		100	16
Educational And Social Services		School Enrolment Forms		See Appendix C.		100	28
Educational And Social Services		EMA	Educational Maintenance Allowance system	<b>Complete</b>	n/a	100	27

<u>Service Department</u>	<u>Service</u>	<u>Project Title</u>	<u>Description</u>	<u>Comments / Progress</u>	<u>Timescale</u>	<u>Priority</u> (100=high; 1,000=low)	<u>National Priority Service Number</u>
Neighbourhood Services	Housing	Housing Repairs. Tracking		See Appendix C.		100	10
Neighbourhood Services	Housing	Housing Applications. Multi-Agency.				100	13
Neighbourhood Services	Leisure And Protective Services	Booking and Payment systems.	Rooms / Registrations / Special Uplifts, etc.	Pilot system in Registration Services and Dalmellington meeting rooms Autumn 2005	Pilot Autumn 2005	100	1
Neighbourhood Services		Licensing Appointments. Civic Government		Discussions currently underway to determine requirements.		100	
Neighbourhood Services		URSA. Resource Sharing ALF	Inter Library Lending.	Discussions currently underway with partners in respect of Pilot.		100	

## APPENDIX C      SUBSET OF NATIONAL PRIORITY SERVICES REQUIRING FURTHER DEVELOPMENT

National Priority Services whose processes and/or systems require further development in respect of achieving Full Transactional capability. These Services, together with an indication of the relevant Lead Department / Service, are summarised as follows ;

<u>National Priority Service Number</u>	<u>Department / Service Service Description</u>	<u>Stage 1 Information On-line</u>	<u>Stage 2 One-way Transaction</u>	<u>Stage 3 Two-way Transaction</u>	<u>Stage 4 Full Transaction</u>	<u>Comments</u>  (Status at 31 <sup>st</sup> December 2005)
1.	Neighbourhood Services. Leisure & Recreation.  Booking a Council facility and making a payment.  The booking and payment of all sporting activities provided by the Council, or managed services supplied by an external service provider on behalf of the Council.	<b>Fully Compliant</b>	<b>Fully Compliant</b>	<b>Fully Compliant</b>	Partially Compliant	e.Booking pilots (Dalmellington Area Centre, Registrars and the Community Planning Partnership Unit) successful using new Netloan Connect corporate e.booking system.  Specifications currently being prepared by Department of Neighbourhood Services on further Leisure and Recreation bookings requirements.  PAYLINK integration which will allow online payments for eBookings is scheduled for 2006.  <u>Lead Department / Service(s):</u>  Department of Neighbourhood Services.  Leisure Services, Recreation Services, Outdoor Services, Museums and Arts, Palace Theatre;

<u>National Priority Service Number</u>	<u>Department / Service Service Description</u>	<u>Stage 1 Information On-line</u>	<u>Stage 2 One-way Transaction</u>	<u>Stage 3 Two-way Transaction</u>	<u>Stage 4 Full Transaction</u>	<u>Comments</u>  (Status at 31 <sup>st</sup> December 2005)
9.	Neighbourhood Services. Housing.  Requesting a repair.  The request for, and processing of, a Housing Repair.	<b>Fully Compliant</b>	<b>Fully Compliant</b>	<b>Fully Compliant</b>	Partially Compliant	Currently, customers can report a repair on-line, but there is no integration with the Housing Management system to provide the customer with a job reference number for subsequent enquiries.  Examining feasibility of using existing systems to achieve required functionality, and based upon a review of priorities currently being examined as part of on-going Service Review outcomes which will be reported to Members through Service Committee.  Also identified as a Top Local Priority.  <u>Lead Department / Service(s):</u>  Department of Neighbourhood Services.  Housing Service.
10.	Neighbourhood Services. Housing.  Enquiring about the status of a repair  Advising on status of a Housing Repair.	<b>Fully Compliant</b>	<b>Fully Compliant</b>	<b>Fully Compliant</b>	Non Compliant	Examining feasibility of using existing systems to achieve required functionality, and based upon a review of priorities currently being examined as part of on-going Service Review outcomes which will be reported to Members through Service Committee.  Integration required between B&W system and Customer Account.  <u>Lead Department / Service(s):</u>  Department of Neighbourhood Services.  Housing Service.

<u>National Priority Service Number</u>	<u>Department / Service</u> <u>Service Description</u>	<u>Stage 1</u> <u>Information On-line</u>	<u>Stage 2</u> <u>One-way Transaction</u>	<u>Stage 3</u> <u>Two-way Transaction</u>	<u>Stage 4</u> <u>Full Transaction</u>	<u>Comments</u>  (Status at 31 <sup>st</sup> December 2005)
13.	Neighbourhood Services. Housing.  Applying for a house.  The application for the request to obtain a Council house property.	<b>Fully Compliant</b>	<b>Fully Compliant</b>	<b>Fully Compliant</b>	Partially Compliant	Subject to review of priorities based upon implementation of Common Housing Register. On-going discussions with multi-agency parties have identified a number of complex issues which will be considered as part of implementation of new IT solution with proposals being presented to Members at an early date.  <u>Lead Department / Service(s):</u>  Department of Neighbourhood Services.  Housing Service.
14.	Neighbourhood Services. Housing.  Making an enquiry about status on the waiting list (including points).  A request received for information about the status on a Waiting list for a Council house and specific information on the allocation of points in terms of an application.	<b>Fully Compliant</b>	<b>Fully Compliant</b>	<b>Fully Compliant</b>	Non Compliant	Significant technical issues have been encountered between the ORCHARD HMS and MS Desktop software which have been referred back to suppliers for resolution. In the meantime work-arounds are being developed using alternative products.  <u>Lead Department / Service(s):</u>  Department of Neighbourhood Services.  Housing Service.

<u>National Priority Service Number</u>	<u>Department / Service</u> <u>Service Description</u>	<u>Stage 1</u> <u>Information On-line</u>	<u>Stage 2</u> <u>One-way Transaction</u>	<u>Stage 3</u> <u>Two-way Transaction</u>	<u>Stage 4</u> <u>Full Transaction</u>	<u>Comments</u>  (Status at 31 <sup>st</sup> December 2005)
15.	<p>Property Services. Planning &amp; Building Control.</p> <p>Applying for planning permission and making a payment.</p> <p>The process for making a Planning Application to the Council.</p>	<b>Fully Compliant</b>	<b>Fully Compliant</b>	<b>Fully Compliant</b>	Non Compliant	<p>New Planning Application system scheduled for 2006.</p> <p>Implementation of an online ePlanning system is subject to the national programme SE / EGF process.</p> <p>Card Payments can be taken at present via Council offices. Once an ePlanning system is implemented, payments will be able to be made via Web site.</p> <p><u>Lead Department / Service(s):</u></p> <p>Department of Development and Property Services. Planning &amp; Building Control Service.</p>
22.	<p>Property Services. Planning &amp; Building Control.</p> <p>Applying for a Building Warrant (including making payment where appropriate).</p> <p>The process for making a Building Control Application to the Council. The primary objective being the processing of Building Warrants and Completion Certificates.</p>	<b>Fully Compliant</b>	<b>Fully Compliant</b>	<b>Fully Compliant</b>	Non Compliant	<p>New Building Control system was implemented in 2005.</p> <p>An on-line Building Control system is subject to the national programme SE / EGF process, as per NPS15.</p> <p><u>Lead Department / Service(s):</u></p> <p>Department of Development and Property Services. Planning &amp; Building Control Service.</p>

<u>National Priority Service Number</u>	<u>Department / Service</u> <u>Service Description</u>	<u>Stage 1</u> <u>Information On-line</u>	<u>Stage 2</u> <u>One-way Transaction</u>	<u>Stage 3</u> <u>Two-way Transaction</u>	<u>Stage 4</u> <u>Full Transaction</u>	<u>Comments</u>  (Status at 31 <sup>st</sup> December 2005)
23.	<p>Neighbourhood Services. Protective Services (Pest Control).</p> <p>Requesting a service to deal with pests (including making payment where appropriate)</p> <p>Request from citizens and businesses to deal with pests that are harmful to public health and well-being.</p>	<b>Fully Compliant</b>	<b>Fully Compliant</b>	<b>Fully Compliant</b>	Non Compliant	<p>Environmental Health Section to specify if this service is deemed applicable / cost-effective for development to Stage 4.</p> <p>Currently customers may request a service via the Council website, but there is no integration with the Pest Control system to provide the customer with a job reference number for subsequent enquiries.</p> <p>If integration with e.Payments is required, this will be developed in 2006.</p> <p><u>Lead Department / Service(s):</u> Department of Neighbourhood Services. Environmental Health Section.</p>
30.	<p>ESS. Educational Services.</p> <p>Recording pupil attendance in schools.</p> <p>Recording pupil attendance using registers facilitated by electronic mediation.</p>	<b>Fully Compliant</b>	<b>Fully Compliant</b>	<b>Fully Compliant via SEEMIS</b>	Non Compliant	<p>Recording pupil attendance is subject to National Entitlement Card (NEC) processes.</p> <p><u>Lead Department / Service(s):</u> Department of Educational and Social Services Educational Services.</p>

<u>National Priority Service Number</u>	<u>Department / Service</u> <u>Service Description</u>	<u>Stage 1</u> <u>Information On-line</u>	<u>Stage 2</u> <u>One-way Transaction</u>	<u>Stage 3</u> <u>Two-way Transaction</u>	<u>Stage 4</u> <u>Full Transaction</u>	<u>Comments</u>  (Status at 31 <sup>st</sup> December 2005)
32.	<p>ESS. Educational Services.</p> <p>Booking a course and other learning activities.</p> <p>Bookings received by the Council specific to learning activities that are available within Council facilities.</p>	<b>Fully Compliant</b>	<b>Fully Compliant</b>	<b>Fully Compliant</b>	Non Compliant	<p>Educational Services to specify requirements if this service is deemed applicable and cost-effective for development to Stage 4.</p> <p>Dependant on specification, the Netloan Connect eBooking system could be extended to include on-line booking of learning activities.</p> <p><u>Lead Department / Service(s):</u></p> <p>Department of Educational and Social Services</p> <p>Educational Services.</p>
38.	<p>Corporate Support. IT Services.</p> <p>Making a Complaint.</p> <p>The process for dealing with Corporate Complaints received from receipt of enquiry to resolution of complaint.</p>	<b>Fully Compliant</b>	<b>Fully Compliant</b>	<b>Fully Compliant</b>	Partially Compliant	<p>At present various aspects of making complaints are available on-line, ie., Talkback, Service-specific Forms, Housing Respond system (including on-line anti-social behaviour reporting and tracking), Customer Contact Gateway (CCG).</p> <p>This is a common requirement across all Departments, a fully integrated corporate facility has been identified as a high priority.</p> <p><u>Lead Department / Service(s):</u></p> <p>Department of Corporate Support.</p> <p>IT Services.</p>

<u>National Priority Service Number</u>	<u>Department / Service</u> <u>Service Description</u>	<u>Stage 1</u> <u>Information On-line</u>	<u>Stage 2</u> <u>One-way Transaction</u>	<u>Stage 3</u> <u>Two-way Transaction</u>	<u>Stage 4</u> <u>Full Transaction</u>	<u>Comments</u>  (Status at 31 <sup>st</sup> December 2005)
39.	<p>Corporate Support. IT Services.</p> <p>Notifying a change of address.</p> <p>The process to inform the Council about a citizen's change of address.</p>	Fully Compliant	Fully Compliant	Fully Compliant	Non Compliant	<p>Currently under development via Customer Contact Gateway (CCG).</p> <p>Change of Address process is subject to agreement with all Service Departments in respect of how they will process Change of Address notifications.</p> <p>Completion expected Q1, 2006.</p> <p><u>Lead Department / Service(s):</u></p> <p>Department of Corporate Support. IT Services.</p>