

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

**31<sup>st</sup> May 2005**

**ELECTRONIC GOVERNMENT**

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

**1. PURPOSE OF REPORT**

- 1.1** To advise Members of progress being made in respect of the Council's e.Government Strategy, the achievement of Scottish Executive targets for electronic service delivery, and the implementation of Modernising Government Fund (MGF) related projects for which the Council has secured Scottish Executive Funding.

**2. BACKGROUND**

- 2.1** The Council's e.Government Strategy was approved by Policy and Resources Committee on 14<sup>th</sup> June 2001, and progress in respect of defined objectives contained with the Strategy and associated Bid submissions to the Scottish Executive's MGF Programme has been reported annually.
- 2.2** Through discussions at the Information and Communications Technology Strategy Group (ICTSG), officers have put in place an e.Government Action Plan to facilitate the delivery of electronic government objectives within the Council.
- 2.3** The Scottish Executive has identified a requirement for Councils to concentrate on "e-enabling" those services which will see a marked improvement in service delivery. These e-enabled services will address both the Scottish Executive and East Ayrshire Council's Customer First Strategies, and the Council's local priorities, with the overall aim of electronically delivering a defined list of services by December 2005.
- 2.4** Members have previously welcomed the Council's success in securing allocations of funding under the 1<sup>st</sup> and 2<sup>nd</sup> Rounds respectively of the Modernising Government Fund (MGF1 and MGF2) to be used to develop the Council's electronic government objectives.
- 2.5** At its 1<sup>st</sup> April 2003 meeting, Policy & Resources Committee granted approval for the submission of a Bid to the 3<sup>rd</sup> Round of the Modernising Government Fund (MGF3) to be used to further develop the Council's electronic government objectives.
- 2.6** As reported to the 12<sup>th</sup> April 2005 meeting of Policy & Resources Committee, the Scottish Executive has now announced an award of **£ 765,750** to the Council in respect of its MGF3 Bid for the further development of its Customer Relationship Management and Definitive National Address initiatives.

The Scottish Executive has yet to announce the outcome of the three Council / NHS Consortium MGF3 Bid in respect of e.care / Integrated Electronic Children's Services Records / Child Protection, and the National MGF3 Bid in respect of the further development of the Dialogue Youth Initiative.

- 2.7** Section 3 of this Report outlines progress in respect of the MGF1 and MGF2 funded programmes, whilst Section 4 provides a summary of the Council's MGF3 application and planned projects.

### **3. MGF1 and 2 PROJECT PROGRESS**

- 3.1** All of the objectives contained within the Council's MGF 1 submission have now been completed, and progress continues in respect of those objectives contained within the Council's MGF2 submission.

Both MGF1 and MGF2 project objectives are attached as Appendices A and B respectively to this Report.

- 3.2** These MGF1 and MGF2 related objectives have, to date, facilitated the development of e.Government initiatives in the following key areas ;

- e.Government "friendly" award winning Corporate Web Site.
- Customer Contact Gateway (CCG)
- Distributed Contact Centre (DCC)
- Customer Accounts
- Master Address Database /Gazetteer (MAD)
- Dialogue Youth Initiative
- E.Care Single Shared Assessments
- Electronic Payments.
- Web based Geographic Information System.
- Web Enablement of Applications.
- Web based Forms.
- A to Z of Services / Frequently Asked Questions (FAQ's).
- Public Access / Information Points.
- Data Network.
- Learning Centres

To date, significant progress has been made against each of these initiatives, and this progress is summarised, as follows :

#### **3.2.1 "e.Government" Corporate Web Site.**

The Council's award winning Corporate Web site continues to be developed to facilitate easier access to information, and to support the provision of on-line services.

The Society of IT Managers (SOCITM), has rated the Council's Web Site the top Council website in Scotland (and in the top 20 in the UK), and the only Scottish Council site to be categorised as "Transactional" (one of only 38 sites in the UK).The site is currently supporting an average of 2,300 external user sessions / day, and 17,000 individual external page accesses / day.

In addition, The Society of Public Information Networks (SPIN), in conjunction with the Society of IT Managers (SOCITM), has awarded the Council their 2005 national award for the Best Regional Website, and in this respect the Council has been invited to attend the SPIN Annual One Day Conference on 19<sup>th</sup> May for the purpose of receiving the award.

In another study carried out by SOCITM the website was also been placed among the top five Scottish local authority sites for on-line business information.

In addition, the Office of the Deputy Prime Minister placed the website joint-5<sup>th</sup> in a survey of Scottish Councils by for electronic Planning & Building on-line internet services. Using web technology members of the public can view a range of information contained in Planning & Building Standards IT systems, download application forms and guides/plans/publications and access planning applications by means of a GIS map interface.

### 3.2.2 Customer Contact Gateway (CCG) and Distributed Contact Centre (DCC)

The Council successfully sought support and funding through MGF2 to facilitate the development of a single user-friendly interface to customers data held within the Council's "back office" IT systems which would serve as a means for staff, and ultimately, customers to directly access Council information and services. This facility was termed the **Customer Contact Gateway (CCG)**, and within the Bid the Council highlighted its intention to implement the CCG within the Council's extensive infrastructure of Local Offices to provide a **Distributed Call Centre (DCC)** environment supporting telephony call routing, thereby protecting the investment made in the Local Office infrastructure, at the same time as retaining vital links with the community.

CCG, by facilitating direct access to data contained within back-office systems, provides a means for local office staff to answer enquiries faster supporting the target of dealing with at least 80% of customers needs at the first point of contact, thereby saving time and offering a more efficient and cost effective service.

The CCG has now gone live on a Pilot basis within all of the Council's Local Offices. Initial feedback from counter staff has been very positive with a noticeable reduction in the need for follow-up telephone calls to 'back office' staff.

Within its successful MGF3 Bid, the Council indicated its intention to further develop the CCG with greater access to back-office systems, and to further develop the facility to provide direct customer access to personal data held within these systems accessible through the corporate website. This type of facility is commonly referred to as "self-service" and in this respect work is currently underway to develop the security and authentication protocols required to deliver this functionality.

### 3.2.3 Customer Accounts

Within the CCG, individual **Customer Accounts** have now been introduced on a voluntary basis to provide a secure channel for access to back-office data, thereby allowing customers, during a single visit, to request information or make payments on the full range of services which may be relevant in their case.

Those customers who do not wish to have a Customer Account but nevertheless wish to make one of more enquiries can continue to do so by using the relevant

reference number for each enquiry, although in some instances this will require some form of authentication each time they make an enquiry.

Customer Accounts are an essential pre-requisite to delivering self-service through the web site, and as such will be the means by which customers will directly access personal data held within back-office systems.

#### 3.2.4 Master Address Database /Gazetteer (MAD)

The Council's Address Gazetteer is now operational, and individual addresses contained within can be viewed through the Council's Web Site and the Staff Intranet. Work is currently underway to integrate the Gazetteer with the main back office systems, e.g. Council Tax, Rents, Housing Management etc., and to develop the necessary business processes associated with the creation and maintenance of addresses with East Ayrshire.

#### 3.2.5 Dialogue Youth Initiative

The national Dialogue Youth Initiative provides a focus for engaging with young people between 12 and 18 years old. The project aims to develop the full potential of new technology; provide accessible, relevant information; stimulate lifelong learning; youth mobility; community safety; healthy lifestyle; and enterprise in citizenship education.

A successful bid for funding from the second round of the MGF enabled East Ayrshire to establish a local Dialogue Youth unit and prepare an East Ayrshire 'smartened' card for distribution in the new school term, beginning September 2004. To date, approximately 2,500 smartened cards have been distributed to schools and it is anticipated that approximately 12,000 cards will have been distributed by the first quarter of 2006.

An East Ayrshire version of the Young Scot portal has been established with young people undergoing 'hack pack' training in order to maintain the content of the site.

Dependant upon the success of the national Young Scot Project's MGF3 Bid, it is proposed, through the use of new technology, to extend East Ayrshire's commitment to Dialogue Youth by consulting young people by means of on-line surveys, e-voting etc.

One of the key issues identified through the MGF2 Dialogue Youth initiative is the change management / culture change issue in respect of young people using facilities and/or services.

Funding is sought to pilot across 21 Councils a package of customer care courses bringing together front line staff and young people (part of "Smart Citizen Programme") as participants in an accredited learning opportunity.

#### 3.2.6 e.Care Single Shared Assessments

e.Care is about encouraging better and more joined up care, advice and assistance to the people of Scotland through the use of ICT. e.Care will, subject to individual's consent, enable secure information sharing between professionals engaged in delivering care services such as Single Shared Assessments (SSA), and

developing and implementing an electronic means of recording and sharing SSA information will improve the delivery of community care services.

The Ayrshire Consortium, of East Ayrshire Council, South Ayrshire Council, and NHS Ayrshire & Arran, applied for MGF2 funding for a joint eCare Project to develop an electronic solution to support Single Shared Assessment for the Care of the Elderly. The eCare Project is further funded by a contribution by each of the partners in the consortium.

North Ayrshire Council is naturally part of the Ayrshire eCare Consortium through their geographic location and Joint Partnership with NHS Ayrshire & Arran, though their funding for eCare is managed through the CareFirst Consortium.

A practitioners group and a technical group have been established and both meet regularly with progress to date resulting in the installation of high speed wireless links from NHS Ayrshire & Arran to South and North Ayrshire Councils, and the utilisation of a high bandwidth data communications link between NHS Ayrshire & Arran and East Ayrshire Council.

A server has also been installed for the storage of shared information. Work continues in respect of matching the datasets from the individual partner systems and a local pilot project has been established within East Ayrshire for the purpose of evaluating the data sharing protocols.

### 3.2.7 Electronic Payments

The Corporate Web site and staff Intranet now provide a facility for customers and staff to make electronic Credit / Debit Card based payments (eg., Council Tax, Rents, Non-Domestic Rates, ad-hoc payments) to the Council. In addition, the Automated Telephone Payments (ATP) system provides a means for customers to make the same payments by use of the telephone.

During 2004/05 the Council received Electronic Payments totalling £ **1,424,000** comprising ;

£220,000 through the Council's Internet website,  
£749,000 through the Council's Intranet at Local Offices,  
£455,000 through ATP.

The only Electronic Payment facility available during 2003/04 was the Girobank option on the Council website, which netted £109,000 of income to the Council.

### 3.2.8 Web based Geographic Information System (GIS)

Web-based GIS facilities to support access to demographic and geographic information are now available through the Corporate Web site and the Staff Intranet and these facilities continue to be developed to include greater functionality. The Web Site includes "point and click" type access to local maps and community information, eg., schools, Council offices, Local Plans, summary Planning Application information, etc.

New developments planned for implementation in summer 2005, will offer customers an extended range of services as well as providing interactive maps for facilities such as Planning Applications and notification of Roads/Lighting Faults.

The Staff Intranet based facility includes more set of comprehensive information on Planning & the Environment, Social Services, Housing and Population Statistics as well as Search and Reporting facilities.

### 3.2.9 Web Enablement of Applications

Direct access to the Libraries catalogue has been made available through the Corporate Web site. This facility provides users with the ability to make enquiries in respect of the availability and location of books and, if required, to reserve books for borrowing.

Additional Web based facilities have been made available for Electronic Payments, Library PC booking, Housing Repairs reporting, Roads/Lighting Faults notification.

Proposals for the development of secure and authenticated Web based access to “back-office” systems such as Council Tax, Housing Allocations and Repairs were contained within the Council’s successful Bid for MGF2 funding, and have been further developed within the Council’s Bid for MGF3 funding. In co-operation with our MGF partners, joint-projects are currently being developed in a number of key areas to deliver on these objectives.

### 3.2.10 Web based Forms

Numerous Council forms can now be accessed electronically via the Corporate Web site. These include Building Warrant Applications, Job Applications, Planning Applications and Reporting Roads & Street Lighting faults.

Secure authentication and authorisation procedures are being developed for cases where user interaction is required or desirable.

In addition, Inland Revenue forms can now be accessed through the Web Site. Developments continue in respect of increasing the number of forms available through the Web Site.

### 3.2.11 A to Z of Services / Frequently Asked Questions (FAQ's)

A comprehensive database of A-Z of Services has been developed and is available through the Web Site. A Frequently Asked Questions (FAQ) facility has been developed and is being piloted in Financial Services. These facilities provide electronic access to the full range of services provided by the Council and some of its Community Planning Partners thereby allowing customers to navigate through services organised alphabetically, or through search facilities using keywords.

### 3.2.12 Public Access / Information Points

Additional Touch Screen Information Points will shortly be installed within ;

- Darvel Local Office
- New Cumnock Local Office
- Dick Institute
- Dean Castle Country Park

These Information Points provide electronic access to the same information and services that are available through the Council's Web site.

### 3.2.13 Data Network

The Corporate Data and Voice Network (WAN) has been upgraded to provide sufficient bandwidth to meet the demands of Web based access to business applications and information. A high bandwidth fibre network is now operational round the Council's London Road, Greenholm Street, Dick Institute, Burnside Street and Civic Centre offices in Kilmarnock and network bandwidth has also been increased to a number of peripheral Council premises including the Lugar Office.

The bandwidth available through the Council's Internet Gateways has also been significantly increased to support the on-going implementation of Web based services and access to the Internet.

An upgrade to the existing WAN connection to Lugar office has now been implemented.

### 3.2.14 Learning Centres.

A number of Learning Centres have been established through the Ayrshire Electronic Community (AEC) project, and as this project has now reached the end of its funding period, these Centres will now be integrated into the Council's mainstream service provision. They provide businesses and the public with access to technology, training and learning materials.

- 3.3** All of the original objectives identified within the MGF1 Action Plan have now been completed. On-going initiatives resulting from MGF1 funded projects are now being progressed through the Council's e.Government / MGF2 & 3 Action Plans.

## **4. MGF3 APPLICATION AND PLANNED PROJECTS.**

- 4.1** As indicated in Section 2.5 of this Report, the Scottish Executive has announced an award of **£ 765,750** to the Council in respect of its Bid for MGF3 funding to further develop the Council's electronic government objectives. Within the award the Scottish Executive categorised the allocation of funding on the basis of Land & Property and CRM (Customer Relationship Management, Smart Cards).
- 4.2** The Scottish Executive has yet to announce the outcome of the three Council / NHS Consortium MGF3 Bid in respect of e.care / Integrated Electronic Children's Services Records / Child Protection, and the National MGF3 Bid in respect of the further development of the Dialogue Youth Initiative.
- 4.3** The Executive has also launched these initiatives as a national programme entitled "**Customer First**" and intends to produce a Customer First Strategy and an associated National Implementation Plan, and requires the Council to develop and publish its own local "**Customer First Commitment**".
- 4.4** Within its Customer First Strategy, details of which are contained in Section 5 of this Report, the Executive has decided to centralise and deliver some key elements of electronic government, including the development of a national Authentication scheme for the delivery of the Citizens Account.

- 4.5 Discussions are currently on-going between individual Councils, MGF Consortiums and the Scottish Executive in respect to align the objectives of the national programmes to individual Councils local objectives and priorities. Once these have been defined and agreed, the Council will be in a position to develop and present its own MGF3/Customer First, Action Plan and associated Customer First Commitment.
- 4.6 A summary of the Council's MGF3 project objectives as outlined within its Bid to the Fund is attached as Appendix C to this Report.

## 5. CUSTOMER FIRST

- 5.1 "Customer First", provides a common national framework initiated and led by the Scottish Executive supporting Councils and service partners in their plans to deliver consistent and measurable improvements in local customer services. It also specifies how Local Authorities can contribute to a national secure data sharing infrastructure at the same time as increasing efficiency and reducing the cost of delivering public services.

The Scottish Executive's 'Customer First' recognises that local authorities, with community planning partners and a number of external voluntary and public sector agencies, deliver a complex range of public services to customers. In many respects the design of these services has been built around the structure of the organisations, or parts of the organisation, providing the services. An early priority for the Scottish Executive has been the redesign of business processes to improve the management of service delivery, and to focus the design of the service delivery around the needs of the customer, i.e. customers should not need to understand the bureaucracy in order to receive a 'joined up' service.

A pre-requisite of the Council defining its strategic approach to the delivery of the MGF3 Customer First programme and developing a project plan, is the publication of the Scottish Executives Customer First Strategy and confirmation of outputs to be delivered through the National Programme such as the national infrastructure for Customer Accounts, Smart Cards and Authentication.

## 6. SCOTTISH EXECUTIVE TARGETS AND CURRENT COMPLIANCE

- 6.1 Within the e.Government Action Plan, a total of 1,100 services have been identified as capable of being developed to support varying levels of electronic delivery. These services have been categorised for development based upon the "eEurope Framework" guidelines which defines electronic service delivery across the undernoted four individual categories ;

- Providing Information
- One Way Transaction
- Two Way Transaction
- Full Transaction

- 6.2 The Scottish Executive has advised Councils to concentrate on e.enabling those services which will see a marked improvement in service delivery, and those defined as local priorities, with the overall aim of electronically delivering all relevant services by December 2005. In doing so it has specified a Reference List of 46

National Priority Services for electronic service delivery which are attached for information as Appendix D to this Report. This Reference List of Services is now being used to measure the Council's ESD priority targets.

**6.3** In addition to the e.enabling the 46 National Priority Services, work is currently underway to identify those additional services which are cost-effective to e.enable and will improve customer service, with top priority being assigned to 'Quick Wins'.

#### **6.4 Progress on the Electronic Delivery of the 46 National Priority Services**

Current progress on the development and delivery of electronic services in respect of the Scottish Executive's targets for compliance against the 46 National Priority Services is summarised as ;

- Provision of Information - 100% compliant,
- Support for One Way Transaction - 100% compliant,
- Support for Two Way Transaction - 100% compliant,
- Support for Full Transaction (Booking / Paying) - 37% compliant, with 43% partially compliant, and the remaining 20% targeted over the coming months.

It should be noted that the measurements in respect of the above categories are based on the current Scottish Executive definitions of the "e-Europe 4-Stage Framework", and as such are subject to continuous review.

### **7. FINANCIAL IMPLICATIONS**

**7.1** The costs associated with e.Government projects currently underway, and identified within the aforementioned Corporate e.Government Strategy and Modernising Government Fund (3rd Round) Submission, are being, and will be, met from a combination of the Council's allocation of funding from the Modernising Government Fund (Rounds 1, 2 and 3), the New Opportunities Fund, the Peoples Network and EEC backed projects, and the Council's Capital Programme.

**7.2** Where relevant, the Council's matched funding contribution in respect of the 2<sup>nd</sup> and 3<sup>rd</sup> Rounds of the Modernising Government Fund will be met from a combination of existing corporate and departmental Revenue and Capital allocations.

### **8. LEGAL AND POLICY IMPLICATIONS**

**8.1** Enhancing the electronic delivery of services is an important part of the Council's strategy of decentralisation and will contribute towards closing the digital divide within East Ayrshire.

### **9. RECOMMENDATIONS**

It is recommended that Committee :

**9.1** Notes progress made in respect of the Council's objectives under Rounds 1 and 2 of the Modernising Government Fund.

- 9.2 Notes the planned objectives outlined within the Council's Bid for 3<sup>rd</sup> Round funding under the Modernising Government Fund.
- 9.3 Notes the progress being made to meet the targets for the delivery of e.Government compliance within the Council.
- 9.4 Otherwise notes the content of the report.

Elizabeth Morton

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

18<sup>th</sup> April 2005

#### List of Background Papers

Nil.

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

**APPENDIX A****MGF1 PROJECT OBJECTIVES**

<u>Objective</u>	<u>Action(s)</u>	<u>Progress to Date</u>
Strengthen Infrastructure	<ul style="list-style-type: none"> <li>• Increase/rationalise Wide Area Data Network (WAN) bandwidth to acceptable level for data/voice/video-conferencing communications.</li> </ul>	<ul style="list-style-type: none"> <li>• New Fibre Network operational round main Council sites in Kilmarnock.</li> <li>• Bandwidth increased to a number of Local Offices, Libraries, SW Offices and Housing Offices.</li> <li>• Lugar link has been upgraded.</li> <li>• All MGF1 WAN targets have been successfully completed.</li> </ul>
Increase Access	<ul style="list-style-type: none"> <li>• Plan and co-ordinate the roll-out of new support and learning centres, public access terminals, and on-line access points and portals in libraries and other venues across Council area so that communities and individuals have easy access to on-line services.</li> </ul>	<ul style="list-style-type: none"> <li>• Learning Centres now operational in all Libraries.</li> <li>• Public / On-Line Access projects have been developed through initiatives such as AEC / NOF / Peoples Network.</li> <li>• All Centres and Libraries now operational.</li> <li>• Touch Screen Information Points have been installed in a number of locations such as Housing Offices, Libraries and Local Offices.</li> </ul>
Develop Skills	<ul style="list-style-type: none"> <li>• Plan and co-ordinate the provision of teaching and tutoring at the network of ICT support and learning centres in East Ayrshire.</li> <li>• Develop the ICT and business process skills of all council employees, but particularly community learning &amp; development staff who are in a strong position to support community groups and organisations.</li> <li>• Deliver further ICT training to long-term unemployed people through CONDUIT.</li> </ul>	<ul style="list-style-type: none"> <li>• Established Dalmellington Business Technology Training Centre (BTTC) for training small businesses etc., in use of technology.</li> <li>• Co-ordination of teaching addressed through AEC, Libraries and Community Learning &amp; Development.</li> <li>• In-house training centre established. The development of staff skills is a continuous process.</li> <li>• Expanded CONDUIT training on-going in New Cumnock, Dalmellington and Kilmarnock with training being provided up to European Computer Driving Licence (ECDL) standard.</li> </ul>

Deliver On-line	<ul style="list-style-type: none"> <li>• Create Corporate e.Government business team.</li> </ul>	<ul style="list-style-type: none"> <li>• e.Government objectives being co-ordinated through ICT Strategy Group (ICTSG) comprising senior representatives from all Service Departments.</li> <li>• IT Services has established an e.Government Account Manager post to manage the implementation of the Council's e.Government Strategy / Action Plan and, where appropriate, the associated MGF funded programme of projects.</li> </ul>
	<ul style="list-style-type: none"> <li>• Revise, update and re-launch the Council's web presence.</li> </ul>	<ul style="list-style-type: none"> <li>• New Web site "went live" in November 2002, with official launch in March 2003.</li> <li>• In 2005 SOCITM assessed Council's Web Site as <b><u>Top in Scotland</u></b> and the only <b><u>Transactional Web Site in Scotland</u></b>.</li> </ul>
	<ul style="list-style-type: none"> <li>• Develop options for truly seamless access to council business systems through a common web browser interface.</li> </ul>	<ul style="list-style-type: none"> <li>• Plans for seamless access incorporated within Council's MGF2 &amp; MGF3 Bids.</li> <li>• In partnership with Microsoft, the development a "proof of concept" CRM facility has been completed and work is underway to roll this out on a pilot phase to Local Offices.</li> </ul>
	<ul style="list-style-type: none"> <li>• Increase the number of public services that are available on-line or by Video Conference in all partner and Council locations.</li> </ul>	<ul style="list-style-type: none"> <li>• Following consultation with Service Departments. video-conferencing (VC) facilities have been implemented across a number of Council locations,.</li> <li>• Libraries Catalogue, Council Tax, Rents, Non Domestic Rates and Sundry payments, Registrations, Internet Mapping, Image Gallery and on-line forms now operational on the Council Web site.</li> <li>• Further online developments are incorporated within the Council's MGF2 / 3 bids.</li> </ul>

Share Information	<ul style="list-style-type: none"> <li>• Install connections to Government Secure Extranet (GSX) network.</li> </ul>	<ul style="list-style-type: none"> <li>• Government Secure Extranet (GSX) connection is live with secure access to Registration system and emails.</li> <li>• Integrated Scottish Criminal Justice Information System (ISCJIS), is live.</li> </ul>
	<ul style="list-style-type: none"> <li>• Plan and co-ordinate sharing of data between Council departments and services.</li> </ul>	<ul style="list-style-type: none"> <li>• Data sharing proposals incorporated within the Council's MGF2 / 3 bids.</li> <li>• First phase development completed in the creation of the Master Address Database (MAD) for the Council and the implementation of the Gazetteer Management Software.</li> </ul>

**APPENDIX B****MGF2 PROJECT OBJECTIVES**

<u>Programme</u>	<u>Award / Summarised Actions</u>	<u>Progress to Date</u>
Dialogue Youth	<p>£ <u>128,691</u> to East Ayrshire Council. Consortium led by SE / "Young Scot".</p> <ul style="list-style-type: none"> <li>• Commence Card production / Data gathering.</li> <li>• Establish Base for Centre.</li> <li>• Establish DY Web Site.</li> <li>• Roll-out training.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff resources appointed to carry out the process of card production etc.</li> <li>• Implementation Plan prepared.</li> <li>• 7, 500 'basic' Young Scot 'dumb' cards and packs have already been distributed to young people throughout East Ayrshire in May 2004 in preparation for the East Ayrshire 'smartened' card.</li> <li>• 'Smartened' Card production / Data gathering to be scheduled in accordance with the national programme.</li> </ul>
CRM (Customer Relationship Management)	<p>£ <u>700,000</u> to East Ayrshire Council. 21 Council Consortium led by Clackmannanshire Council.</p> <ul style="list-style-type: none"> <li>• Develop Customer Contact Gateway.</li> <li>• Liaise with Consortium / Suppliers</li> <li>• Develop partnership with Microsoft</li> <li>• Train staff</li> </ul>	<ul style="list-style-type: none"> <li>• National Programme Manager appointed.</li> <li>• EAC "Proof of Concept" project completed in partnership with Microsoft.</li> <li>• Implementation time-scale under discussion with Consortium and Scottish Executive.</li> <li>• EAC Pilot Customer Contact Gateway (CCG) now live within Local Offices.</li> <li>• Investigate Booking systems, Self Service, Registration, Authentication underway.</li> <li>• Extend/integrate e-Payments underway.</li> </ul>
DNA Scotland Land and Property (cont.)	<p>£ <u>60,000</u> to East Ayrshire Council.</p> <ul style="list-style-type: none"> <li>• Implement Gazetteer Maintenance Software</li> <li>• Integrate with back office systems</li> </ul>	<ul style="list-style-type: none"> <li>• Full Gazetteer implemented.</li> <li>• Data Matching and recording of UPRN underway.</li> <li>• Review of business processes underway.</li> <li>• Integration with CCG and new Building Control systems underway.</li> <li>• Full implementation time-scale for National Database under discussion with Consortium and Scottish Executive.</li> </ul>

<p>e.Care</p>	<p>£ 400,000 to Consortium led by South Ayrshire Council.</p> <ul style="list-style-type: none"> <li>• Establish Project Board</li> <li>• Establish Network connections</li> <li>• Establish e.Care store</li> <li>• Liaise with National Consortium</li> </ul>	<ul style="list-style-type: none"> <li>• National Programme Manager appointed.</li> <li>• Ayrshire Consortium Project Board established.</li> <li>• Consortium Project Manager appointed.</li> <li>• ICT Network connections established between EAC, SAC, NAC &amp; AAPCT.</li> <li>• Discussions ongoing regarding data sharing and SSA protocols.</li> <li>• Full implementation time-scale under discussion with Consortium and Scottish Executive.</li> </ul>
<p>ScotXed (Scottish Exchange of Educational Data)</p>	<p>£ <u>27,725</u> to East Ayrshire Council. Consortium led by SE Education Department (SEED).</p> <ul style="list-style-type: none"> <li>• Identify revised requirements and liaise with SEED/SEEMIS</li> </ul>	<ul style="list-style-type: none"> <li>• Project co-ordinated by SEED.</li> <li>• Requirements identified as based upon previous years transfer of data enhanced with additional facilities.</li> </ul>

**APPENDIX C****MGF3 PROJECT OBJECTIVES**

<b><u>Programme</u></b>	<b><u>Summarised Actions</u></b>	<b><u>Progress to Date</u></b>
CRM (Customer Relationship Management)	<ul style="list-style-type: none"> <li>• Introduce a sustainable customer account</li> <li>• Link Customer Account to the National Customer Account data sets</li> <li>• Continue to develop the Customer Contact Gateway.</li> <li>• Liaise with Consortium / Suppliers</li> </ul>	<ul style="list-style-type: none"> <li>• Implementation time-scale and standards under discussion with Consortium and Scottish Executive.</li> <li>• EAC Customer Contact Gateway (CCG) in operation at all Local Offices.</li> <li>• Investigate Booking systems, Self Service, Registration, Authentication, underway</li> <li>• Extend/integrate e-Payments, underway</li> <li>• Implementation of Distributed Contact Centre (DCC), under discussion with Neighbourhood Services</li> </ul>
Smart Cards	<ul style="list-style-type: none"> <li>• Issue an entitlement card to all citizens who qualify for concessionary travel</li> <li>• Issue entitlement cards to all 12-26 year olds</li> <li>• Commence the rationalisation of the different card schemes into a single entitlement card</li> </ul>	<ul style="list-style-type: none"> <li>• Implementation time-scale and standards under discussion with Consortium and Scottish Executive.</li> <li>• Extend EAC Dialogue Youth / Young Scot cards to secondary school students</li> </ul>
DNA Scotland Land and Property (cont.)	<ul style="list-style-type: none"> <li>• Complete a sustainable corporate address gazetteer</li> <li>• Integrate with back office systems</li> </ul>	<ul style="list-style-type: none"> <li>• Review of Business Processes underway.</li> <li>• Data Matching and recording of UPRN</li> <li>• Integrate with CCG and new Building Control systems, underway</li> <li>• Full implementation time-scale for National Database under discussion with Consortium and Scottish Executive.</li> </ul>

<p>Local Priorities</p>	<ul style="list-style-type: none"><li>• <b>Establish corporate and departmental priorities</b></li></ul>	<ul style="list-style-type: none"><li>• Process underway</li></ul>
-------------------------	--	--

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

No.	Service Activity	Department	Service Activity Description
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	Housing Services	Citizens making general enquiries against housing benefit.
8	Housing Benefit - Applying for housing benefit	Housing 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	Land and Property Services	Enquiries received and information provided on the collection of Business and Residential waste refuse.
18	Refuse Collection - Making a complaint about refuse collection	Land and Property 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)	Land and Property 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)	Environmental 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	Environmental 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	Education 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	Education 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	Education 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	Education 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	Education Services	Provision of information to parents specific to Education services.
30	Education - Recording pupil attendance in schools	Education Services	Recording pupil attendance using registers facilitated by electronic mediation.
31	Education - Making a general enquiry about Lifelong Learning	Education 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	Education 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 Services	The process for dealing with Corporate Complaints received from receipt of enquiry to resolution of complaint.
39	Council - Notifying a change of address	Corporate Services	The process to inform the Council about a citizen's change of address.
40	Council - Applying for job with the Council	Corporate Services	The process for publication of council vacancies and managing recruitment through electronic mediation.
41	Registration - Registering a Birth, Death or Marriage (including making payment)	Corporate 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)	Corporate 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)	Corporate 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)	Corporate 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.