

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

**30<sup>th</sup> May 2006**

**ELECTRONIC GOVERNMENT & 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 being made in respect of the Council's e.Government Strategy, the achievement of Scottish Executive targets for electronic service delivery (ESD), 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 Corporate ICT / 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 within the Strategy and associated MGF Bid submissions to the Scottish Executive's MGF Programme, has been reported annually to Policy and Resources Committee.
- 2.2** Members have previously welcomed the Council's success in securing allocations of funding under the 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> Rounds respectively of the Modernising Government Fund (MGF1, MGF2 and MGF3) to be used to develop the Council's electronic government objectives.
- 2.3** 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.
- 2.4** 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.
- 2.4.1** 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. The Reference List of 46 National Priority Services is attached for information as Appendix A to this Report.
- 2.4.2** 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.

2.4.3 Additional development is required to fully e-enable 12 of the 46 priority services. Consultation with the Service departments is underway in respect of this development, and details are contained in Appendix C of this Report.

2.5 The Reference List of 46 National Priority Services has been categorised in accordance with the “e-Europe Framework” guidelines which define ESD across the under noted four individual categories, i.e.,

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

Full definitions of these categories were reported to the 8<sup>th</sup> February meeting of Policy and Resources Committee.

### **3. MGF1 and MGF2 PROGRESS**

3.1 All of the objectives contained within the Council’s MGF1 submission have now been completed. Progress continues in respect of those objectives contained within the Council’s MGF2 submission in respect of National initiatives for Smart Cards and Citizens Accounts. Otherwise all other MGF2 related objectives have been completed.

Detail on both MGF1 and MGF2 project objectives were reported to Members at the 31<sup>st</sup> May 2005 meeting of Policy and Resources Committee.

3.2 In summary, and for the purposes of completeness, MGF1 and MGF2 objectives have facilitated the development of e-Government related initiatives in the following key areas :

- Award winning transactional Corporate Web Site
- Customer Contact Gateway (CCG) and Customers Accounts operational at all Local Offices.
- Distributed Contact Centre (DCC)
- Customer Accounts On-line (via Website) Self Service. Secure Registration, and Authentication.
- Corporate Gazetteer / Master Address Database operational and integrated with CCG, Web site and new Building Control systems.
- Dialogue Youth Initiative.
- e-Care Single Shared Assessments.
- Electronic Payments.
- Web based Geographic Information System (GIS).
- Web Enablement of Applications.
- e-Bookings including IT Resources, Registrars and Council Meeting rooms.
- Web based Forms.
- A to Z of Services / Frequently Asked Questions (FAQ’s).
- Public Access / Information Points.

- Enhanced Data / Voice Communications Network.
- Learning Centres.
- Initial issue of National Entitlement Cards to approximately 20,000 EAC residents.

#### 4. MGF3 PROGRESS

4.1 As reported to the 31<sup>st</sup> May 2005 meeting of Policy and Resources Committee, the Scottish Executive awarded £ **765,750** to the Council in respect of its Bid for MGF3 funding to further develop the Council's electronic government objectives, and in doing so categorised the allocation of funding on the basis of Land & Property and CRM (Customer Relationship Management, Smart Cards).

4.1.1 Of this allocation, significant sums have already been ring-fenced by the Scottish Executive for Scotland-wide development of the National Entitlement Card, Citizens Account and Definitive National Address. In addition, further sums have been locally allocated to meet costs associated with integrating the infrastructure elements of the former Ayrshire Electronic Community project.

4.2 The Scottish Executive has recently announced the Data Sharing and Standards programme in respect of e-Care / Integrated Electronic Children's Services Records and Child Protection, the purpose of which is to ensure that the necessary technical framework, organisational structures and data sharing are established to enable the completion of the roll-out of the Single Shared Assessment for the elderly, and to implement sharing of information across Children Services.

4.3 Within the National **Customer First** Strategy, details of which are contained in Section 5 of this Report, the Executive has opted 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.

4.4 Discussions are still on-going between individual Councils, MGF Consortia and the Scottish Executive with the objective of aligning the national programmes to individual Councils local objectives and priorities.

4.5 A summary of the Council's MGF3 project objectives is attached as Appendix D to this Report.

#### 5. NATIONAL CUSTOMER FIRST STRATEGY

5.1 "Customer First", provides a common national framework initiated and led by the Scottish Executive supporting Councils and service partners to deliver consistent and measurable improvements in local services. It also specifies how Councils can contribute to a national secure data sharing infrastructure whilst increasing efficiency and reducing the cost of service delivery.

5.2 The Scottish Executive's 'Customer First' programme recognises that Councils, with community planning partners and voluntary and public sector agencies, deliver a complex range of services. In many respects the design of these services has been built around the structure of the organizations 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.

## **6. SCOTTISH EXECUTIVE TARGETS AND CURRENT COMPLIANCE**

**6.1** Within the Councils 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 “e-Europe Framework” guidelines which are outlined within Section 2.5 of this Report.

**6.2** As outlined within Section 2.4.1 of this Report, the Scottish Executive has specified a Reference List of 46 National Priority Services for electronic service delivery, Together with the Council’s local priorities, this Reference List of Services is being used to measure the Council’s ESD compliance.

**6.3** 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%** fully compliant,
- One-way Transaction - **100%** fully compliant,
- Two-way Transaction - **100%** fully compliant,
- Full Transaction - **74%** fully compliant / **9.5 %** partially compliant.

**6.4** 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.

**6.5** 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.

**6.6** 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.

## **7. BENCHMARKING OF EAC’s ESD COMPLIANCE**

**7.1** To date, the Council 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.

- 7.1.1 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 Citizens Account initiative.
- 7.2 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 the Council regularly reports its progress to the Executive, who in turn maintains a number of consolidated status reports on a Council-only viewable (i.e., not publicly accessible) page on its website of the ESD position in respect of all Scottish Councils.
- 7.3 In addition this web site is used to record the "benefits realised" from the introduction of ESD. In this respect, discussions are underway with Service Departments with a view to compiling base level statistics which will be used to calculate time and cost savings generated from the e.enablement of services.
- 7.4 On 31<sup>st</sup> March 2006, the reported average benchmarks on the Scottish Executive website indicate East Ayrshire Council as having achieved one of the highest levels of ESD compliance of any Scottish Council.

## **8. PROGRESS ON THE ELECTRONIC DELIVERY (ESD) OF LOCALLY IDENTIFIED PRIORITY SERVICES**

- 8.1 In consultation with Service Departments, a comprehensive Corporate ESD Development Plan has been produced which includes a consolidated list of all services suitable for electronic delivery.
- 8.2 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.
- 8.3 The scope of any specific locally identified Priority Service may differ from that of the corresponding National Priority Service, for example the potential of the Council's new e.Booking system extends beyond the Leisure and Recreation functions directed by the Scottish Executive.
- 8.4 Of the **16** Locally Identified Priority Services, **4** are now being delivered electronically, whilst the remaining **12** services are currently in various stages of development. It is recognised that the processes and/or systems associated with those remaining **12** services may require further development in order to fully comply with the requirements for ESD. The **12** services are summarised as follows ;
- Booking a Council Facility and Making a Payment
  - Requesting a Housing Repair
  - Enquiring about the Status of a Housing Repair
  - Applying for a Council House
  - Enquiring about Status on Waiting List for a Council House
  - Applying for Planning Permission and Making Payment
  - Applying for a Building Warrant and Making Payment
  - Requesting Service to Deal with Pests
  - Recording Pupil attendance in Schools

- Booking a Course in other Learning Activities
- Making a Complaint
- Notifying Change of Address

- 8.4.1 Of the **12** services requiring further development, **4** relate to the current ORCHARD / SERVITOR Housing and Building and Works systems which, it is recognised are likely to require substantial modification by the suppliers in order that they can deliver the required ESD functionality. In this respect discussions are currently underway with both suppliers, and the Housing Service is actively considering options as part of its on-going Service Review with recommendations being reported to Committee at a later date.
- 8.4.2 In addition, **2** of the services in respect of Planning Permission / Building Warrants are subject to on-going discussions within the Scottish Executive as part of their Efficient Government / Shared Services agenda.
- 8.4.3 One remaining service in respect of Pupil Attendance is closely aligned to national initiatives in respect of the National Entitlement Card and is similarly subject to on-going discussions within the Scottish Executive.
- 8.6 An indication of the ESD status on 31<sup>st</sup> March 2006 of each of the 16 Locally Identified Priority Services is included within Appendix B to this Report.

## **9. PERFORMANCE MONITORING**

**9.1** Benchmarking, Compliance and Performance monitoring in respect of the IT Service is reported and regularly updated on the Corporate Intranet. The following information is available on-line for all Members and staff to reference ;

- Key Performance Indicators
  - contains comparisons of key Performance Indicators (KPIs) with other Councils.
- Web Statistics
  - contains statistics of page views etc. on the Corporate Web Site
- e-Payments
  - contains details of payments made by customers using the Web Site and Automated Telephone Payments (ATP) systems.
- Benefits Realisation
  - contains details statistics on CCG transactions, Customer Accounts, e-Bookings etc.
- ESD Reports
  - contains details on current levels of ESD compliance
- e.Mail Statistics
  - contains details on current volumes of e-mails received by the Council
- PMP Reports
  - contains IT Services performance outcomes
- EFQM Assessments
  - contains IT Services EFQM Self assessments
- ICTSG Minutes

IT Services performance Intranet pages can be accessed at ;

<http://eacintra01/corpitweb/performance/introduction.asp>

## **10. FINANCIAL IMPLICATIONS**

- 10.1** The costs associated with e-Government projects currently underway, and identified within the aforementioned Corporate ICT / e.Government Strategy and Modernising Government Fund initiatives, are being, and will continue to be, met from a combination of the Council's allocation of funding from the Modernising Government Fund and the Council's Capital Programme.
- 10.2** Where relevant, the Council's matched funding contribution in respect of the 3<sup>rd</sup> Round of the Modernising Government Fund will be met from a combination of existing corporate and departmental Revenue and Capital allocations.

## **11. LEGAL AND POLICY IMPLICATIONS**

- 11.1** 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.

## **12. RECOMMENDATIONS**

It is recommended that Members ;

- 12.1** Note progress made in respect of the Council's objectives under the Modernising Government Fund, and the delivery of e.Government compliance within the Council.
- 12.3** Otherwise notes the content of the report.

Elizabeth Morton

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

8<sup>th</sup> May 2006

List of Background Papers

Nil.

For further information on this Report, please contact Malcolm Roulston,  
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**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	Council Tax – applying for benefit, discount, exemption, relief and direct debit	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	The application for the request to obtain a Council house property.
14	Housing – making an enquiry about status on the waiting list (including points)	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.

<b>No.</b>	<b><u>Service Activity</u></b>	<b><u>Department / Service</u></b>	<b><u>Service Activity Description</u></b>
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**

<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	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.	Continue to appraise options in respect of Respond 3 system or CCG.		100	38
Corporate Support	CD&C	Council / General Enquiries	Dedicated on-line forms and logging and tracking of enquiries.	Continue to appraise options in respect of Respond 3 system 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.  Integration of e-Bookings for such services as Leisure & Recreation	Q2 2006  Q3 2006	100	n/a
Corporate Support	Personnel Services	Council Job Vacancies	Online application forms and logging and tracking of applications.	Enable partial completion. Time saving	e-Recruitment system contract awarded.	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>
				Accessibility Extending use of On-Line recruitment Pack. Efficiency of office procedures Reduction on enquires/Complaints	Implementation subject to Personnel Services		
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>	n/a	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
Neighbourhood Services	Housing	Housing Repairs		See Appendix C.		100	10
Neighbourhood Services	Housing	Tracking Housing Applications		See Appendix C		100	13

<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>
		Multi-Agency Applications					
Neighbourhood Services	Leisure And Protective Services	Booking and Payment systems.	Rooms / Registrations / Special Uplifts, etc.	System implemented in Registration Services, Dalmellington meeting rooms and IT Resource bookings	Partially Complete; Further roll out under development and also subject to discussions with Service departments.	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</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> March 2006)
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	<p>e.Booking pilots (Dalmellington Area Centre, Registrars, IT Resouces and the Community Planning Partnership Unit) successful using new Netloan Connect corporate e-booking system.</p> <p>Full on-line Registrar bookings scheduled for September 2006.</p> <p>Specifications prepared on behalf of Department of Neighbourhood Services on further Leisure and Recreation bookings requirements. Developments will commenced May 2006 with expected roll out to commence in Q3 2006</p> <p>PAYLINK integration which will allow online payments for e-Bookings is scheduled for roll out commencing in Q3 2006.</p> <p>Developments underway for the provision of Leisure facilities and Events e-Bookings together with e-Bookings integration to CA, MAD and other Web site applications.</p> <p><u>Lead Department / Service(s):</u>  Department of Neighbourhood Services.</p>

<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> March 2006)
						Leisure Services, Recreation Services, Outdoor Services, Museums and Arts, Palace Theatre;
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	<p>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.</p> <p><b>Subject to agreement of Housing Committee to Re-engineer the Responsive Repair Service.</b></p> <p>A version of LG Repair Finder software "Repair It" is being trialled for internal use. It is possible that a web-based version of "Repair It" would provide added value by allowing a graphical enhancement to the current forms-based Self-Service reporting of repairs, but costs have to be examined to ensure it would be cost effective.</p> <p>Also identified as a Top Local Priority.</p> <p><u>Lead Department / Service(s):</u>  Department of Neighbourhood Services.  Housing Service.</p>

<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> March 2006)
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	<p><b>Subject to agreement of Housing Committee to Re-engineer the Responsive Repair Service.</b></p> <p>Examining feasibility of using existing systems to achieve required functionality, and based upon a review of priorities currently under review within the Housing Service in association with on-going Service Review outcomes.</p> <p>Integration required between B&amp;W system and Customer Account.</p> <p><u>Lead Department / Service(s):</u>  Department of Neighbourhood Services.  Housing Service.</p>
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	<p><b>Subject to Housing Committee approval for continuation of the Common Housing Register project.</b></p> <p>Concerns in respect of the legal position regarding the requirement for signatures in Council House Allocations. A signature is required at an early stage in the workflow of the Application to allow the Council consent to approach third-parties for verification of details supplied by the applicant, e.g. previous tenancy details. Awaiting legislative amendment to allow electronic applications to initiate the required processes.</p> <p><u>Lead Department / Service(s):</u></p>

<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> March 2006)
						Department of Neighbourhood Services.  Housing Service.
14.	<p>Neighbourhood Services. Housing.</p> <p>Making an enquiry about status on the waiting list (including points).</p> <p>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.</p>	<b>Fully Compliant</b>	<b>Fully Compliant</b>	<b>Fully Compliant</b>	Non Compliant	<p>Significant technical issues have been encountered between the ORCHARD HMS and MS Desktop software which have been referred back to suppliers for resolution.</p> <p>Examining feasibility of using existing systems to achieve required functionality, and based upon a review of priorities currently under review within the Housing Service in association with on-going Service Review outcomes.</p> <p>Housing Service propose to develop a system that will allow queries against the Housing Management System to identify an applicant's ranking on the nominal Waiting List for each housing area. This system, once implemented, will require to be integrated with the CCG / Customer Account to allow Self-Service lookups over the internet.</p> <p><u>Lead Department / Service(s):</u>  Department of Neighbourhood Services.  Housing Service.</p>

<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> March 2006)
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 2006/2007.</p> <p>Implementation of an online e-Planning system is subject to the national programme SE / EGF process. National EGF bid has been submitted to SE.</p> <p>Card Payments can be taken at present via Council offices. Once an e-Planning system is implemented, payments will be able to be made via Web site.</p> <p><u>Lead Department / Service(s):</u>  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</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. National EGF bid has been submitted to SE.</p> <p><u>Lead Department / Service(s):</u>  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> March 2006)
	and Completion Certificates.					
23.	Neighbourhood Services. Protective Services (Pest Control).  Requesting a service to deal with pests (including making payment where appropriate)  Request from citizens and businesses to deal with pests that are harmful to public health and well-being.	<b>Fully Compliant</b>	<b>Fully Compliant</b>	<b>Fully Compliant</b>	Non Compliant	Environmental Health Section to specify if this service is deemed applicable / cost-effective for development to Stage 4.  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.  If integration with e-Payments is required, this will be developed in 2006.  <u>Lead Department / Service(s):</u>  Department of Neighbourhood Services.  Environmental Health Section.
30.	ESS. Educational Services.  Recording pupil attendance in schools.  Recording pupil attendance using registers facilitated by electronic mediation.	<b>Fully Compliant</b>	<b>Fully Compliant</b>	<b>Fully Compliant via SEEMIS</b>	Non Compliant	Recording pupil attendance is subject to National Entitlement Card (NEC) processes. Phase II of the NEC initiative commences in May 2006  <u>Lead Department / Service(s):</u>  Department of Educational and Social Services  Educational Services.

<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> March 2006)
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 e-Booking system scheduled for Q3 2006 which 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, i.e., 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>

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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>	<b>Fully Compliant</b>	<b>Fully Compliant</b>	<b>Fully Compliant</b>	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>Consultation process with Service Departments expected for completion Q2, 2006. There will then follow a period of development and a pilot phase implementation subject to discussions with Service Departments.</p> <p><u>Lead Department / Service(s):</u>  Department of Corporate Support.  IT Services.</p>

**APPENDIX D**

**MGF3 PROJECT OBJECTIVES**

<b><u>Programme</u></b>	<b><u>Summarised Actions</u></b>	<b><u>Targets</u></b>
<p>CRM (Customer Relationship Management)</p>	<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 regarding the National Infrastructure.</li> <li>• Development to expand e-Booking systems to Recreation &amp; Leisure, underway.</li> <li>• Extend / integrate with e-Payments underway</li> <li>• Implementation of Distributed Contact Centre (DCC), under development with scheduled full implementation in July/August 2006</li> <li>• Implement Content Management System to enable ease-of-use updating of the Web site</li> <li>• extend self-service to include White Goods Uplift</li> <li>• provision of secure / authenticated / audited access for Sheriff Officers via CCG</li> <li>• consolidate existing customer (Libraries / Leisure etc) information databases into Customer Account</li> <li>• Subject to agreement with Service Departments, extend the services available via CCG.</li> </ul>
<p>Smart Cards</p>	<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 continuous discussion with Consortium and Scottish Executive.</li> <li>• Roll out to 12-26 age group to commence in May 2006 subject to discussions with SE</li> <li>• Extend EAC Dialogue Youth / Young Scot cards to secondary school students</li> </ul>

<u>Programme</u>	<u>Summarised Actions</u>	<u>Targets</u>
DNA Scotland Land and Property	<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 continues.</li> <li>• Data Matching and recording of UPRN underway</li> <li>• Integration with Service Department applications subject to further discussions</li> <li>• Full implementation time-scale for National Database under discussion with Consortium and Scottish Executive.</li> </ul>
Local Priorities	<ul style="list-style-type: none"> <li>• Establish corporate and departmental priorities</li> </ul>	<ul style="list-style-type: none"> <li>• Action Plans – refer Appendices B and C</li> </ul>