

Mid & West Wales Fire & Rescue Service

IMPLEMENTING ELECTRONIC GOVERNMENT

IEG 3



Carmarthenshire County Council



Pembrokeshire County Council



City & County of Swansea



Powys County Council



Ceredigion County Council



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connecting for safer communities



local e-gov

PROFORMA CONTENT

1. Priority Services

The Mid and West Wales Fire and Rescue Service is committed to protecting people, property and the environment from fire and other emergencies as well as providing humanitarian services. This commitment will be fulfilled by involving and informing the community and collaborating with other organisations. The introduction of electronic service delivery (ESD) systems is considered to be a key mechanism by which greater community awareness and partnership working will be achieved.

This is the second Implementing Electronic Government (IEG) statement that has been produced by the Service and is in accordance with the requirements of the Office of the Deputy Prime Minister (ODPM). The purpose of this particular document is to identify further the organisation's ESD plans and also to report the progress made locally regarding the introduction of ESD systems and partnership schemes during the past twelve months. Examples of collaboration between the Mid & West Wales Service and its constituent authorities can be found on the new Fire Service web site (www.mawwfire.gov.uk) which has a structure especially developed to support collaborative ventures. Some of these ventures are specifically intended to create safer and stronger communities and improve opportunities for young people throughout the area. Reference is particularly made to Young Firefighter schemes, vehicle arson campaigns and other young person focused community fire safety orientated initiatives. (Greater collaboration with unitary authorities and increased levels of pro-active community activities have also been facilitated by a new community based command management structure that was introduced within the Service in April of this year).

As computer and telecommunication systems have historically been fundamental in supporting the organisation's frontline fire and rescue activities, the wider introduction of electronic systems will therefore primarily enhance access to and delivery of non-operational services. In addition to the safer community and young person opportunity oriented programmes identified above, it is intended to apply ESD technologies to enhance public participation and improve local democratic accountability. Consequently, the Mid & West Wales Fire Authority has particularly embraced the e-Government agenda and tangible evidence of this already exists by way of the regular publication of all of its Minutes and meeting schedules on the new Fire Service web site. Furthermore, contact details of all Fire Authority members are published along with a full copy of its Constitution, as recently developed in line with the Local Government Act 2000. Future Fire Authority plans include the wider use of the Internet for consultation with stakeholders and submission of grievances to its Standards Committee.

Mindful of the need to be socially inclusive, the Mid & West Wales Fire & Rescue Service will not solely rely upon the Internet as an ESD access channel but also intends to support telephone based services. Indeed, from a survey of citizen preferences the telephone was identified as the favoured electronic access medium for the majority of the people in the Mid & West Wales Fire Service area. Consequently, a significant proportion of the financial resources required to locally introduce ESD facilities will be needed for the creation of a telephone call-centre type facility. In order to be as accessible as possible, this itself will have to address a number of inclusivity issues such as supporting those with speech/hearing difficulties and those who choose to conduct their affairs in the medium of Welsh. This later legislative based requirement has also necessitated the Fire Service's new web site being fully bilingual so it addresses both the Authority's Welsh language obligations as well as other Internet specific accessibility requirements such as the W3C standards.

Local priorities for the Service include the expansion of its Co-responder scheme, that has proven to be particularly successful in the significantly rural Mid & West Wales area, and further development of Age Concern partnerships that are intended to better protect older householders against the risks of fire. Both of these initiatives, and the programme whereby Home Fire Safety inspections are undertaken by station crews, will be enhanced by the planned application of ESD technologies including the provision of an on-line and telephone based appointment reservation facility.

It has recently been reported that the Fire Service in Wales will no longer be eligible for further e-Government related financial aid from Westminster, due to the planned transference of Fire Service responsibilities to the Welsh Assembly in Cardiff. However, it must be stated that the provision of additional capital grants or some other form of extra financial support is vital if the Mid & West Wales Fire & Rescue Service is to complete its ESD programme by the 2005 deadline and thereby improve its services to citizens.

Councillor Gareth Sullivan
Chair - Mid & West Wales Fire Authority

Traffic Light Status: availability against 31 December 2005 target date for local e-government	Status at 31/03/02	Status at 31/03/03	Anticipated Status at 31/03/04	Anticipated Status at 31/03/05	Anticipated Status at 31/03/06	
<p>Local e-organisation:</p> <p>Black = Not part of current local e-government strategy or not applicable</p> <p>Red = Preparation & planning – to include projects that are being planned or being piloted</p> <p>Amber = Implementation stage – roll out of approved projects</p> <p>Green = Fully implemented – projects completed & implemented</p> <p>e.g. for progress against a particular element you might enter:</p>	2001/02	2002/03	2003/04	2004/05	2005/06	<p>Comment</p> <p>e.g. “black” status may include elements on the proforma that are not planned, or awaiting the outcome of ODPM National Project work or partnership activity, or areas on the proforma that are not applicable to particular types of authority. Limited areas of “black” are perfectly acceptable on this proforma as a reflection of local circumstances and prioritisation of e-government work and investment.</p> <p>e.g. “red” status should be applied to all elements on the proforma where work is at the research stage, being piloted before wider rollout across the authority/partnership, or planned but not yet approved for funding.</p> <p>e.g. “amber” status should be applied to all elements on the proforma where work has been approved for funding and is actively being implemented.</p> <p>e.g. “green” status should be applied to all elements on the proforma where projects have been actioned and implemented or particular standards achieved with plans for extended rollout on an enterprise-wide basis, i.e. across the authority/partnership.</p>
<p>Interactions</p> <p>Note: The Best Value Performance Indicator (BVPI) 157 provides a measure of the number of types of interactions (or contact) between the citizen and the council that are enabled for electronic delivery as a</p>						

percentage of those that are available.						
<ul style="list-style-type: none"> Progress towards 2005 target for the 100% e-enablement of local services 	Red	Red	Red	Amber	Green	Even though local ESD plans are well developed and significant reliance is to be placed upon the national Fire Service projects, significantly higher levels of transaction will not be undertaken until years 04/05 & 05/06 due to the current lack of financial resources to support local implementations.
<p>Access Channels</p> <p>Note: Access channels are the various routes through which people might contact, or be contacted by, local service providers to undertake electronically enabled interactions.</p> <ul style="list-style-type: none"> Publication of approved strategy for development of access channels Establishment of ".gov.uk" or ".uk.org" website for the fire and rescue authority Local service websites (tailored to achievement of 100% e-enablement of fire & rescue services) Specialist portals for local authority services in two-tier areas Contact centres (e-enabled & dealing with at least 80% of incoming telephone calls to the local authority) 						
<ul style="list-style-type: none"> Publication of approved strategy for development of access channels 	Red	Amber	Green	Green	Green	Access channel preferences already identified by use of the consultative data gathered by each constituent authority (6). Publication of Fire Authority approved access channel strategy will be available in forthcoming year's Business Performance/Improvement Plan and is also available on the local web site.
<ul style="list-style-type: none"> Establishment of ".gov.uk" or ".uk.org" website for the fire and rescue authority 	Amber	Green	Green	Green	Green	The registration of a ".gov.uk" domain and the use of the associated web site is now well established.
<ul style="list-style-type: none"> Local service websites (tailored to achievement of 100% e-enablement of fire & rescue services) 	Red	Amber	Amber	Green	Green	Text launch of a new Fire & Rescue web site (portal) locally tailored to support 100%, 'e-enablement', of priority services is on target for November 2003.
<ul style="list-style-type: none"> Specialist portals for local authority services in two-tier areas 	Red	Amber	Amber	Green	Green	Agreement has been reached in principle with all constituent authorities regarding the inter-linking of Fire Service and unitary authority web sites. Fire Service implementation to commence in November 2003 by inclusion of hyperlinks within unitary authority, area specific web site pages.
<ul style="list-style-type: none"> Contact centres (e-enabled & dealing with at least 80% of incoming telephone calls to the local authority) 	Red	Red	Amber	Amber	Green	Need for centralised telephone contact centre recognised, alternative technical/organisational options currently being considered and funding arrangements being pursued.

<ul style="list-style-type: none"> Establishment of fully e-enabled one stop shops for face-to-face customer contact Use of mobile technology to improve efficiency and reduce costs Establishment of Interactive Digital TV service E-mail & Internet access provided for all Members Engagement with intermediaries re delivery of e-government services (e.g. Citizens Advice Bureaux) 	<p>Black</p> <p>Red</p> <p>Red</p> <p>Amber</p> <p>Red</p>	<p>Black</p> <p>Amber</p> <p>Red</p> <p>Amber</p> <p>Amber</p>	<p>Black</p> <p>Green</p> <p>Red</p> <p>Green</p> <p>Amber</p>	<p>Black</p> <p>Green</p> <p>Amber</p> <p>Green</p> <p>Green</p>	<p>Black</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p>	<p>The establishment of one-stop-shop facilities is considered impractical for this organisation.</p> <p>The wide scale introduction of mobile data facilities into fire appliances is ongoing. Phase one of this Fire Service Inspectorate approved project is scheduled for completion in December 2003. Commencement of final phase (two) is dependent upon rollout of Firelink National Radio Programme.</p> <p>Use of interactive digital TV by the Mid & West Wales Fire & rescue Service will be confined to the scope of the ODPM/CACFOA national projects e.g. Fire Service specific portal and recruitment web site.</p> <p>All Fire Authority Members have Internet access and 'e' mail via the support of their particular constituent authority. The Internet is now consistently utilised to circulate Fire Authority Papers etc to all Members.</p> <p>Discussion with intermediaries such as Wales Assembly Government, neighbouring brigade, police and medical authorities re: cohesive delivery of e-Government services is ongoing.</p>
<p>Trust & connections</p> <p>Note: For the public sector to share information easily and securely, it is essential to operate within a framework of technical and legislative standards.</p> <ul style="list-style-type: none"> Use of Government Gateway (e.g. for secure authenticated transactions) (see http://www.govtalk.gov.uk/gateway_partnerlink) Compliance with Government Interoperability Framework (e-GIF), 	<p>Red</p> <p>Red</p>	<p>Red</p> <p>Amber</p>	<p>Red</p> <p>Amber</p>	<p>Amber</p> <p>Green</p>	<p>Green</p> <p>Green</p>	<p>An integrated application of the Government Gateway to authenticate secure transactions has not yet been locally developed.</p> <p>e-Gif meta data standard has been adopted and is being utilised for all new Internet published documents. Potential for YML usage by the organisation outside of the Fire Service</p>

<p>including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk)</p> <ul style="list-style-type: none"> Adoption of Guidelines for UK Government Websites (see www.e-envoy.gov.uk/oeo/oeo.nsf/sections/webguidelines-handbook-top/\$file/handbookindex.htm) Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see http://www.w3.org/WAI) Compliance with Freedom of Information Act 2000, including responding to requests for information from individuals within a reasonable time period (see http://www.lcd.gov.uk/foi/foidpunit.htm & http://www.pro.gov.uk/recordsmanagement/access/default.htm) Establishment of corporate information management policy (e.g. covering management of information assets, evidence for accountability, security, assurance, disaster & contingency planning) Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework (see http://www.lcd.gov.uk/consult/datasharing/datashare.htm & 	<p>Amber</p> <p>Amber</p> <p>Red</p> <p>Red</p> <p>Red</p>	<p>Amber</p> <p>Amber</p> <p>Amber</p> <p>Amber</p> <p>Amber</p>	<p>Green</p> <p>Green</p> <p>Amber</p> <p>Amber</p> <p>Amber</p>	<p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p>	<p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p>	<p>XML usage by the organisation, outside of the Fire Service national projects, is being investigated.</p> <p>UK Government web site guidelines were adopted for current version of local web site.</p> <p>Current version of local web site conforms with all three W3C accessibility requirements. Additionally, local site is already Bobby approved and submitted to RNIB for accreditation.</p> <p>The organisation has procedures in place to manage the provision of relevant information to requesting individuals. A policy formalising these arrangements and others that will be Internet based is being developed.</p> <p>The development of a Corporate Information Management policy has previously been considered, proposed and is awaiting implementation.</p> <p>A requirement for a data sharing protocol framework, perhaps based upon the NHS Caldicott model, is realised but national guidance is awaited for a typical Fire Service template.</p>
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<p>http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf</p> <ul style="list-style-type: none"> Establishment of partnerships for the joint (aggregated) procurement of broadband services Compliance with BS 7799 on information security management 	<p>Red</p> <p>Amber</p>	<p>Amber</p> <p>Green</p>	<p>Amber</p> <p>Green</p>	<p>Green</p> <p>Green</p>	<p>Green</p> <p>Green</p>	<p>The acquisition of Broadband services is currently being investigated from two potential partner organisations (Wales Assembly Government & Wales NHS).</p> <p>Information Security Management procedures and an associated policy compliant with BS7799-1 have been developed and deployed throughout the organisation.</p>
<p>Enablers</p> <p>Note: Enablers refers to the computer systems, or 'middle-ware', used to support access channel policy and provide the link to core business and information systems. You should only "green" traffic light the items below where enterprise-wide systems or policies have been implemented.</p> <ul style="list-style-type: none"> Use of smart cards to support service development & delivery Corporate use of Customer Relationship Management (CRM) software Corporate use of Geographic Information Systems (GIS) (e.g. for map-based data presentation) Corporate ICT support and documented policy for home working (teleworking) by staff Use of telemetric systems for remote monitoring & signalling 	<p>Black</p> <p>Black</p> <p>Amber</p> <p>Red</p> <p>Green</p>	<p>Black</p> <p>Black</p> <p>Green</p> <p>Amber</p> <p>Green</p>	<p>Black</p> <p>Black</p> <p>Green</p> <p>Amber</p> <p>Green</p>	<p>Black</p> <p>Black</p> <p>Green</p> <p>Amber</p> <p>Green</p>	<p>Black</p> <p>Black</p> <p>Green</p> <p>Green</p> <p>Green</p>	<p>The use of Smart Cards by the organisation to support service delivery is not currently planned.</p> <p>The use of Customer Relation Management facilities by the organisation to support service delivery is not currently planned.</p> <p>GIS facilities have been deployed to the majority of frontline fire appliances to provide access to core business information.</p> <p>The potential for home working by the organisation's staff is currently considered to be limited. However, the provision of laptops to strategic personnel has been completed and a Home Working policy is to be developed.</p> <p>Telemetry facilities for the monitoring and control of environmentally critical attributes, t remote locations, such as electricity supply and intruder detection are an associated</p>

<ul style="list-style-type: none"> Establishment of corporate Intranet Corporate use of Document Image Processing & Workflow systems Application of Knowledge Management (KM) systems & techniques for service improvement Establishment of corporate policy on electronic records management 	<p>Amber</p> <p>Amber</p> <p>Red</p> <p>Red</p>	<p>Green</p> <p>Amber</p> <p>Amber</p> <p>Amber</p>	<p>Green</p> <p>Amber</p> <p>Green</p> <p>Green</p>	<p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p>	<p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p>	<p>function of the organisation's Command and Control systems which have been established for some time.</p> <p>The provision of remote access terminals at retained fire stations last year was the final phase in completing an organisation wide corporate intranet. Service supported currently include 'e' mail, information server and remote requisitioning systems access.</p> <p>Document imaging and record management systems are available and currently used by multiple departments. Additional deployments of these facilities are currently being planned.</p> <p>Risk knowledge collation and management system are already deployed in order to improve operational firefighting services.</p> <p>The development of a policy for electronic record management is being developed in conjunction with the Corporate Information Management policy.</p>
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Core Systems						
<p>Note: Successful e-government comes from integrating corporate office support and processes with e-enabled services. Core systems refer to the core business processes of the e-enabled organisation.</p>						
<ul style="list-style-type: none"> Use of systems to enable e-procurement 	Red	Amber	Amber	Green	Green	Online (Internet), fax and bespoke systems are already utilised to support electronic procurement. The expanded use of these systems to enable one hundred percent of procurement to be undertaken electronically is planned.
<ul style="list-style-type: none"> Upgrade of financial information systems to support e-government 	Red	Amber	Amber	Green	Green	External Unitary Authority provider of host financial facilities has completed a significant system upgrade specifically to support e-Government. Internal use of these new facilities is currently being explored.
<ul style="list-style-type: none"> Upgrade of office systems to support e-government, e.g. web-enabling legacy systems 	Red	Red	Red	Amber	Green	Modest legacy system upgrades are necessary in support of ESD
<ul style="list-style-type: none"> Upgrade of Human Resources & payroll systems to support e-government 	Red	Amber	Amber	Green	Green	Payroll systems are provided by an external Unitary Authority under a Service Level Agreement. Upgrades and additional functionality will therefore coincide with the host Authority requirements.
<ul style="list-style-type: none"> Upgrade of asset management systems to support e-government 	Amber	Amber	Amber	Green	Green	Asset management and control is already utilised in support of organisational activities. Modest upgrades are planned.
<ul style="list-style-type: none"> Link to National Land & Property Gazetteer (NLPG) (http://www.nlpg.org.uk) 	Red	Red	Red	Amber	Green	The core gazetteer as utilised by the organisation's Command, Control and Mobilising system will become BS7666 compliant as a consequence of its upgrade/replacement in 2005/06.
<ul style="list-style-type: none"> Upgrade of income collection systems to support e-government 	Red	Red	Amber	Green	Green	The requirement for income collection by the organisation is limited however, support of this functionality is being provided as an element of an upgrade of the Unitary Authority provided host financial facilities.

People						
<p>Note: This part of the e-organisation model refers to the internal organisation and management practices of the council that are required to help deliver the people changes necessary for e-government.</p>						
<ul style="list-style-type: none"> • Circulation of National Strategy checklist to Chief Executive and all Councillors (see www.localgov.gov.uk/nationalstrategy) 	Red	Red	Green	Green	Green	Completed. Ongoing e-Government updates are being provided to Authority leaders and e-Government Champion as and when necessary.
<ul style="list-style-type: none"> • Establishment of formally constituted partnership working to help deliver e-government: <ul style="list-style-type: none"> - Local Strategic Partnership (LSP) - Partnership working with other fire & rescue authorities - Public Private Partnership (PPP) 	Red	Red	Amber	Green	Green	No formally constituted partnership agreement specifically to help deliver e-Government has yet been developed outside of the national Fire Service project programme.
<ul style="list-style-type: none"> • Incorporation of e-government into Community Plan 	Amber	Green	Green	Green	Green	The organisation's was first incorporated into its Best Value and Business Plan (2002/2003) and will also be incorporated into all subsequent revisions of this document or any that it is replaced by.
<ul style="list-style-type: none"> • Appointment of member & officer e-champions 	Green	Green	Green	Green	Green	This requirement was addressed at the commencement of the organisation's e-Government programme in 2001.
<ul style="list-style-type: none"> • Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act) 	Amber	Green	Green	Green	Green	The organisations Data Protection Officer has been nominated to lead on Governments of and freedom to information asset issues.
<ul style="list-style-type: none"> • Documentation/agreement of corporate risk management strategy for roll-out of 	Red	Green	Green	Green	Green	Risk mitigation measures have been developed in line with the applied project management methodology (Prince) and are

<p>local e-government, including regular review of risk mitigation measures</p>						<p>consequently reviewed on an ongoing basis.</p>
<ul style="list-style-type: none"> • Use of customer consultation/research to inform development of corporate e-government strategy 	Red	Green	Green	Green	Green	<p>Direct and indirect consultation has taken place with customers and data gathered from constituent authority surveys and in-house directed commercial research.</p>
<ul style="list-style-type: none"> • Establishment of policy for addressing social inclusion within corporate e-government strategy 	Red	Green	Green	Green	Green	<p>The organisation has addressed e-Government related social inclusion and was able to do so by identifying/introducing the most commonly available and widely accessible access technologies available locally.</p>
<ul style="list-style-type: none"> • Establishment of internal targets & measures for e-services, including: <ul style="list-style-type: none"> - Customer take up - Customer satisfaction - Value for money / cost effectiveness 	Red	Red	Amber	Amber	Green	<p>A quality and improvement support team are developing e-Government customer take-up and satisfaction measurements to compliment existing internal performance measurement arrangements.</p>
<ul style="list-style-type: none"> • Use of project management methodologies (e.g. PRINCE2) 	Green	Green	Green	Green	Green	<p>Prince 2 Project management methodologies have been adopted and utilised since the commencement of the organisation's e-Government programme. Two members of the project management team are Prince 2 accredited.</p>
<ul style="list-style-type: none"> • Establishment of e-skills training programme for staff 	Red	Amber	Green	Green	Green	<p>ECDL has been adopted as the preferred e-Skills training programme and the organisation has recently become an accredited assessment centre</p>
<ul style="list-style-type: none"> • Use of networked technologies to support e-learning 	Amber	Amber	Green	Green	Green	<p>Computer based technologies are already deployed in support of some IT specific learning requirements. It is planned to expand such facilities especially to support the organisation's operational activities.</p>

2. BVPI 157

Fire authorities are asked to complete the following table using the definition of Best Value Performance Indicator (BVPI) 157 for Electronic Service Delivery (Corporate). You are recommended to validate your local list of interactions against the list of process area interactions for all customer facing fire and rescue authority services contained in the I&DeA's ESD toolkit (www.esd-toolkit.org).

BVPI 157 Interaction Type	Actual		Forecast		
	2001/2	2002/3	2003/4	2004/5	2005/6
Providing information: <ul style="list-style-type: none"> Total types of interaction e-enabled % e-enabled 	10 50%	60%	80%	100%	100%
Collecting revenue: <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled 	4 0%	0%	0%	50%	100%
Providing benefits & grants: <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled 					
Consultation: <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled 	3 50%	60%	80%	100%	100%
Regulation (such as issuing fire certificates, licences): <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled 	6 0%	0%	25%	50%	100%
Applications for services: <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled 	4 25%	25%	50%	75%	100%
Booking venues, resources & courses: <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled 	2 0%	0%	100%	100%	100%
Paying for goods & services: <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled 	4 25%	25%	50%	75%	100%
Providing access to community, professional or business networks: <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled 	0 0%	0%	0%	0%	0%
Procurement: <ul style="list-style-type: none"> total types of interaction e-enabled % e-enabled 	10 5%	25%	50%	50%	100%
<ul style="list-style-type: none"> TOTAL: TYPES OF INTERACTION E-ENABLED % E-ENABLED 	43 19.4%	24.4%	65.6%	75%	100%

It is anticipated that authorities will base their annual BVPI 157 actuals/estimates on the position at the 31st March in each financial year, with the exception of 2005/6 when the position at 1st January 2006 is required.

3. Access Channel Take-Up

In order to demonstrate public take-up of the main e-access channels that you are investing in up to 2005/06, you are asked to complete the table below detailing actual and forecast figures for numbers of e-enabled appointments accepted to schedule site visits to assess fire certificate applications. It is important that e-access channel investment and rollout also facilitates accompanying improvements in the corporate management capability required to monitor and collect such statistics.

E-enablement & Main E-Access Channel Take-Up	Actual ('000s)		Forecast ('000s)			Comment
	01/2	02/3	03/4	04/5	05/6	
Local Service Websites <ul style="list-style-type: none"> Page impressions (annual) Unique users, i.e. separate individuals visiting website (annual) Number of online appointments to schedule site visits to assess fire certificate applications accepted via website 	N/A	4300	8600	17200	34400	The launch and promotion of the organisation's new bilingual web site has had a dramatic affect on usage figures recently recorded with a consequent prediction for significant further activity growth.
Telephone <i>(i.e. telephone interactions where officers can access electronic information and/or update records on-line there and then, including interactions in contact centres):</i> <ul style="list-style-type: none"> Number of e-enabled appointments to schedule site visits to assess fire certificate applications accepted via telephone 	N/A	100	100	100	300	Centralised telephone call centre facilities with internal access to online appointment scheduling facilities are not planned to come 'online' until 2005/6 and this is reflected in the statistics.
Face To Face <i>(i.e. front-line operations where officers can access electronic information and/or update records on-line there and then, including interactions at reception desks, One Stop Shops & home visits):</i> <ul style="list-style-type: none"> Number of e-enabled appointments to schedule site visits to assess fire certificate applications accepted via personal contact 	N/A	0	0	0	150	Front-line operations access to electronic information will result, amongst other things, as a consequence of the local implementation of the Firelink digital radio system that will provide connectivity between existing mobile data terminals and back office systems.
Other Electronic Media <i>(e.g. e-mail, text messaging):</i> <ul style="list-style-type: none"> Number of e-enabled appointments to schedule site visits to assess fire certificate applications accepted via e-mail or other electronic form 	N/A	200	200	200	250	e-mail and facsimile are currently widely available throughout the organisation and are already frequently used for fire certificate appointment booking purposes. It is considered that the introduction of other electronic media channels such as text messaging has the potential to slightly increase related activity levels.
Non Electronic <i>(e.g. post)</i> <ul style="list-style-type: none"> Number of appointments to schedule site visits to assess fire certificate applications accepted by post or other non-electronic form 	N/A	700	600	550	100	Non electronic arrangements, including post and off-line telephone, are currently the most popular channels by which fire certificate related appointments are made. However, the decrease forecast in the reduced use of these channels is a direct consequence of the additional and improved electronic access facilities being introduced.

4. Delivery of Key Technical Building Blocks & Priority Services

Fire and Rescue Authorities are asked to indicate how key technical building blocks and priority services are to be developed and managed by indicating the relative usefulness of outputs from ODPM Pathfinder Projects, National Projects and/or partnership working with local authorities and other fire authorities and/or use of other means. A sliding scale from 1-5 (i.e. from 1=not useful, to 5=essential) should be used. More information about Pathfinder work and National Projects can be found at www.localgov.gov.uk.

National Project Technical Building Blocks & Priority Service Areas	Use of outputs from ODPM Pathfinder Project (please score between 1-5)	Use of outputs from ODPM National Project (please score between 1-5)	Partnership working within local area or region (please score between 1-5)	Other Means (please score between 1-5)	Comment (please comment briefly on your plans for developing each named technical building block or priority service area)
Fire Services: Knowledge/Risk Management		3		3	Risk knowledge collation and its management is already practiced within the organisation although it is considered that greater benefits will accrue following completion of the national project.
Fire Services: Fire Safety in the Community		5	3	3	Whilst local and collaborative web site based initiatives are being implemented the national Community Fire Safety project is fundamental to the organisations CFS strategy.
Fire Services: Fire Safety & Business		5			The national Business Fire Safety web site is the principle element of local plans.
Fire Services: Firefighter Recruitment		5			The national Firefighter Recruitment web site is another fundamental element of local e-Government plans.
Fire Services: National Portal		4	3		Cross-linking between partner organisation web sites is considered to be a key technical delivery building block. Furthermore, the national fire service portal will introduce cohesiveness to the disparate bodies that comprise the national service.
Websites			2	5	The web site has been identified as a local preference and will therefore be the principle non-voice service delivery technology for this organisation.
Smart Cards	1				Cost effective applications for this technology have not been identified locally.
Interactive Digital TV	4				It is recognised that the growing preponderance of IDTV renders this an important delivery/access technology for the future and therefore pathfinder

					project results are keenly awaited.
Mobile Technology (i.e. for home/site visits)		3		3	Some mobile data technology service benefits have already been accrued following the application of the national mobile data specification. Further benefits are expected following the local implementation of the Firelink digital radio/mobile data system.
Telemetry (i.e. remote, real time & signalling)				3	Telemetrics are currently available as an element of the command and control system functionality. Certain building environmental parameters are remotely censored.
Customer Relationship Management (CRM)					A cost-effective implementation of CRM software has not yet been locally identified.
Knowledge Management				2	A limited application of a knowledge/document management system has already been completed in support of Fire Safety and Human Resource activities.
Workflow				2	Cost-effective applications for Workflow systems are yet to be investigated.
e-Procurement			3	4	Collaborative trials have already commenced with external suppliers and development of internal procurement systems are programmed.
Local Planning Services					
Electronic exchange of property information with Valuation Office Agency (VOA) for Council Tax & Business Rates					
Working with business					
Crime reduction / youth offending			3	3	Collaborative anti-arson initiatives are already underway as are internal Young Firefighter schemes.
Local e-Government Standards & Accreditation	3	3	1	4	All local web site development is now undertaken in a manner that is commensurate with the requirements of the e-Gif guidance (Metadata etc). The requirement to implement XML schemas for future data sharing is accepted.
Multi Agency Information Sharing		3	2	3	The potential benefit of being able to share both operational (Risk Management) and administrative information is realised. The development of data sharing policies/practices has commenced to support such data sharing activities.
e-Democracy			2	5	Greater democratic accountability and participation will, in particular, result from the provision of comprehensive Internet web sites be they shared with others or stand alone.

5. Resources

Fire and Rescue Authorities are asked to provide a summary of current and forecast expenditure on implementing electronic government up to 2005/6. This should include the standard elements in the table below and brief commentary on the use of IEG money. (Please note that implementing e-government expenditure refers to investment designed to e-enable local services and to transform their accessibility, quality and cost-effectiveness in line with the 2005 target. Cyclical spend related to the maintenance of the existing ICT infrastructure should not be included):

Resources	Actual (£'000s)		Forecast (£'000s)			Comment
	01/2	02/3	03/4	04/5	05/6	
<ul style="list-style-type: none"> £50,000 Fire IEG grant money in 2003/04 			50			
<ul style="list-style-type: none"> financial contributions from EU funding 						
<ul style="list-style-type: none"> financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB) 						The Mid & West Wales Fire & Rescue Service is ineligible from such Westminster sources.
<ul style="list-style-type: none"> financial contribution from public-private partnerships 						
<ul style="list-style-type: none"> financial contribution to or from partnership projects undertaken with other organisations, including ongoing project work using ODPM Local e-Government Partnership Programme funding and work with other government departments or agencies that have an element of service e-enabling 						
<ul style="list-style-type: none"> resources being applied from internal revenue and capital budgets to improve the quality of services through e-enablement 	100	170	460	275	100	Save for the £50,000 Fire IEG grant money , the Mid & West Wales Fire & Rescue Service has, as yet, no financial resources available to support the expenditure forecast for year 03/04 and onwards, as associated with its identified ESD plans.
<ul style="list-style-type: none"> other resources (e.g. training) (please specify) 						
Sub total	100	170	410	275	100	
<ul style="list-style-type: none"> less current and projected savings produced from e-government investment 						
TOTAL	100	170	410	275	100	