Brighton & Hove City Council

Agenda Item No.5

Meeting: **Overview and Scrutiny Organisation Committee**

Date: **24th May 2004**

Report of: **Director of Communications**

Subject: **E-Government Performance**

E-Government Performance

Summary Report

Date: January to March 2004

Author: Julia Hide

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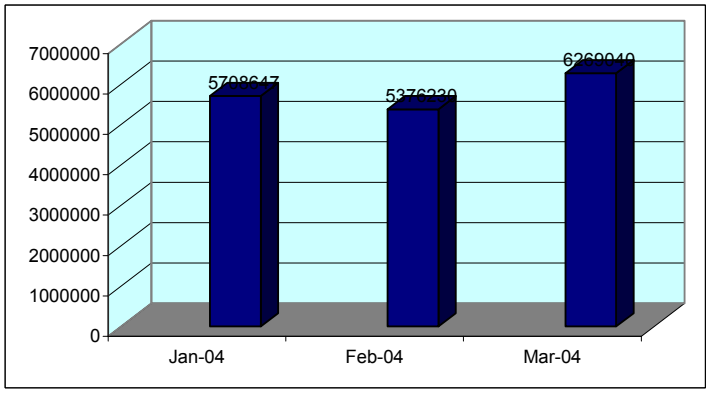
Debora Parr	Head of E-Government

E-Government Performance

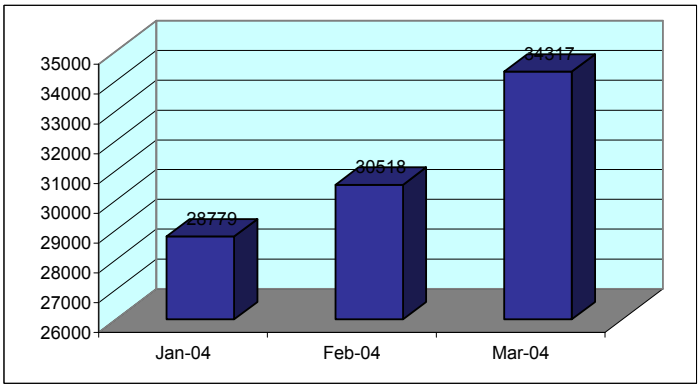
ONLINE

Total Hits



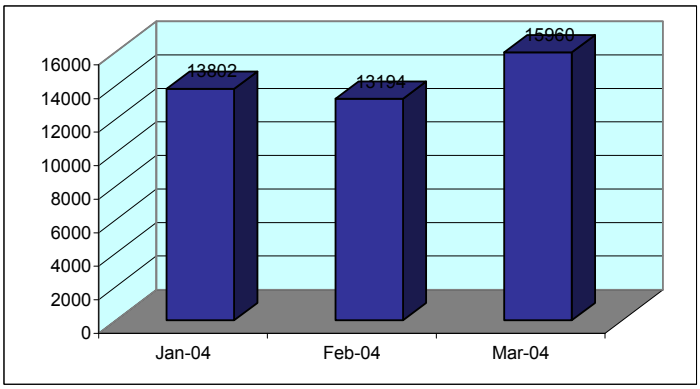
January	5,708,647
February	5,376,230
March	6,269,040
Total	**17,353,917**

No. of Unique Visitors



January	28,779
February	30,518
March	34,317
Total	**93,614**

No. of Searches



January	13,802
February	13,194
March	15,960
Total	**42,956**

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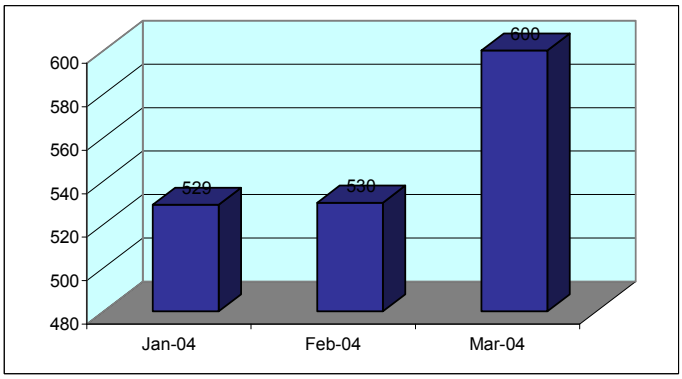
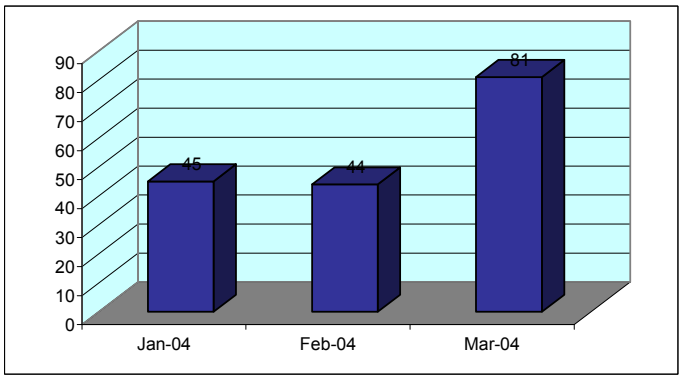
ONLINE continued….

Total Forms Completed online



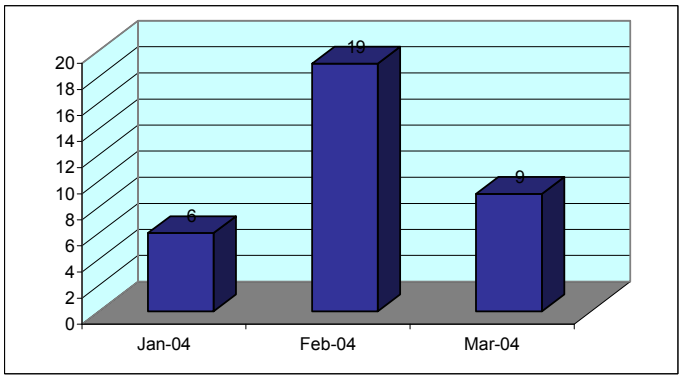
January	529
February	530
March	600
Total	**1,659**

Emails to Complaints@



January	45
February	44
March	81
Total	**170**

Emails to Info@

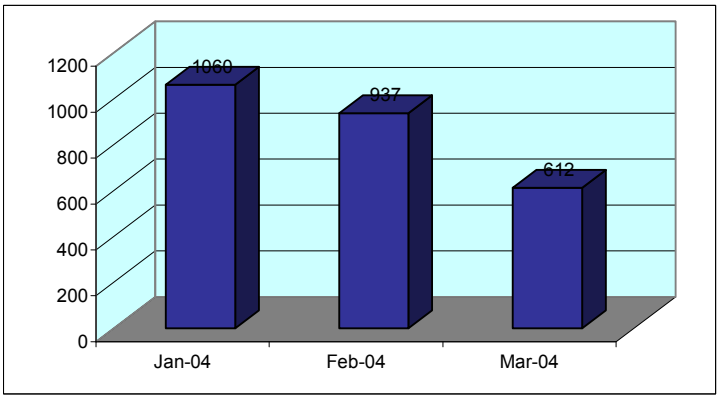


January	6
February	19
March	9
Total	**34**

E-Government Performance

ONLINE continued….

Total Online Payments



January	1060	£130,918.64
February	937	£130,973.41
March	617	£79,579.64
Total	**2,614**	**£341,471.69**

Online Payments Breakdown

	January		February		March	
	No.	**£**	**No.**	**£**	**No.**	**£**
Council Tax	953	120,714.19	820	118,554.95	474	67,908.60
Business Rates	3	474.66	0	0.00	5	343.56
Housing	71	8,169.64	84	9,082.54	95	8,591.16
Sundry Debtors	11	553.85	9	1,812.32	16	2,149.82
HB Overpayment	5	672.89	6	1,077.08	3	144.89
Parking	7	270.00	11	395.00	10	395.00
Housing Insurance	10	63.41	7	51.52	9	46.61
Total	**1060**	**130,918.64**	**937**	**130,973.41**	**612**	**79,579.64**

10 Most Popular Downloads						
	January		February		March	
1	jobs/schooljobs. pdf	**3,167**	jobs/schooljobs. pdf	**4,286**	jobs/schooljobs.pdf	**4,058**
2	housingbenefits/ lhapathfinder/BHCC__LHA11.pdf	**689**	housingbenefits/ HB_application_Dec03.pdf	**1,517**	housingbenefits/ HB_application_Dec03.pdf	**1,696**
3	Index__Web_14_Jan_04_rec_2.pdf	**650**	localplan2001/ shopping_recreation___leisure.pdf	**1,257**	economicdevelopment/Setting2004.pdf	**881**
4	housing/ your_housing_needs.pdf	**632**	localplan2001/ Access_to_Decent_Homes___Community _Facilities.pdf	**871**	Index_Web_17_March__04__rec_2.pdf	**600**
5	housingbenefits/ HB_application_Dec03.pdf	**566**	housingbenefits/ lhapathfinder/BHCC__LHA11.pdf	**681**	economicdevelop/ HouseholdIncomesinBH-Final.pdf	**541**
6	housing/ allocations_scheme_ha96.pdf	**445**	localplan2001/ inspectorsletter.pdf	**636**	housing/ your_housing_needs.pdf	**535**
7	concise- constitution.pdf	**408**	Index_Web_25_Feb_04__rec.pdf	**590**	housingbenefits/ lhapathfinder/BHCC__LHA11.pdf	**447**
8	Index_Web_4_Feb_04__rec.pdf	**399**	housing/ your_housing_needs.pdf	**514**	housing/ allocations_scheme_ha96.pdf	**435**
9	citystats/ 1_CityProfile.pdf	**389**	housing/ allocations_scheme_ha96.pdf	**495**	finance/ Statement_of_Accounts_01/02.pdf	**427**
10	housingbenefits/ HB_Application_Form_August_2003. pdf	**380**	localplan2001/ Introduction___General_Objections. pdf	**440**	planning/ Householder_BH1.PDF 397	**397**

E-Government Performance

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10 Most Popular Search Terms						
	January		February		March	
1	map	233	jobs	124	jobs	184
2	grants	161	local plan	121	teaching vacancies	126
3	jobs	150	teaching vacancies	102	planning	107
4	social services	116	grants	91	map	105
5	allotments	69	vacancies	81	tourism	103
6	council tax	67	council tax	77	parking	90
7	teaching vacancies	64	map	74	grants	78
8	parking	63	planning	57	king alfred	75
9	schools	61	parking	57	vacancies	71
10	local plan	59	teaching	56	local plan	62

10 Most Popular Pages						
	January		February		March	
1	your city/planning	3,121	your city/planning	3,481	your city/planning	3,908
2	your council/council tax & business rates	2,634	your council/council tax & business rates	2,873	your city/refuse & recycling	3,383
3	work/jobs & careers/list all vacancies	2,606	work/jobs & careers/list all vacancies	2,686	work/jobs & careers	3,076
4	work/jobs & careers	1,945	work/jobs & careers	2,489	work/jobs & careers/list all vacancies	2,928
5	life/housing - general	1,791	your city/refuse & recycling	1,940	your council/council tax & business rates/council tax bandings 2004/05	2,735
6	your city/refuse & recycling	1,720	life/housing - general	1,728	your council/council tax & business rates	2,343
7	your city/planning/list of registered planning applications	1,687	your city/planning/list of registered planning applications	1,683	your city/planning/list of registered planning applications	2,313
8	A-to-Z/how to get the most from this site/refined searching	1,603	A-to-Z/how to get the most from this site/refined searching	1,623	your council/citydirect centres/contact the council	2,164
9	your city/parking	1,536	your council/citydirect centres/contact the council	1,618	A-to-Z/how to get the most from this site/refined searching	1,968
10	A-to-Z/A-B-C	1,524	your city/parking	1,523	life/housing - general	1,906

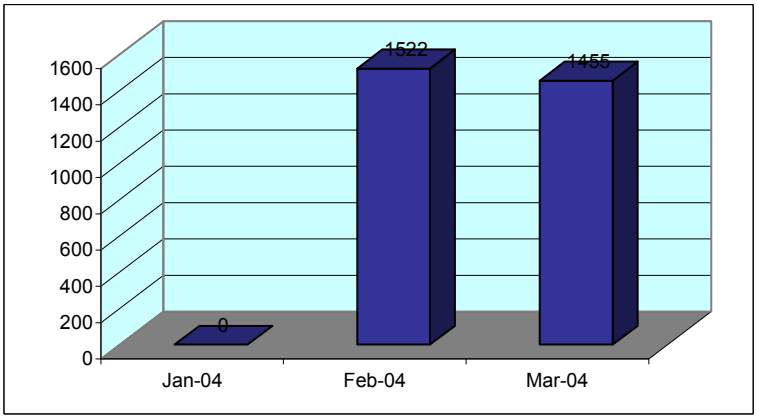
E-Government Performance

10 Most Popular Forms		
	Form Name	**Subs from Jan to Mar**
1	Residents_Parking_Permit_Form	307
2	cityclean_comments_form	269
3	Notification_of_a_change_of_occupation / vacation (Council Tax)	136
4	Street_lighting_faults	100
5	Sussex_University_Student_Application	84
6	Notification_of_a_change_of_address (CouncilTax)	76
7	Allotment_Application_Form	66
8	Trading_Standards_complaint/enquiry_form	58
9	abandoned_vehicles_reporting_form	57
10	Education Online Stationery	56
	Total	**1209**

E-Government Performance

TELEPHONE

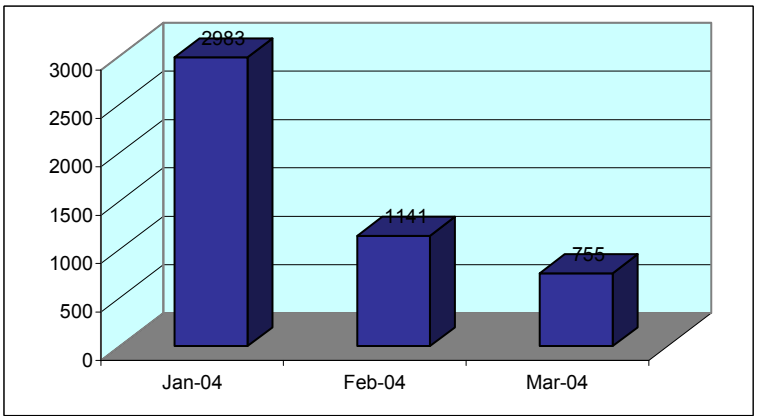
Cashiers – IVR Payments



January	0	£0.00
February	1522	£256,001.46
March	1455	£236,743.54
Total	**2977**	**£748,746.46**

FACE - TO - FACE

Cashiers – E-Enabled Payments



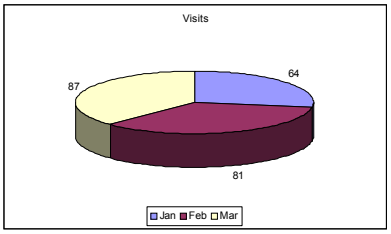
January	2983	£455,638.08
February	1141	£178,635.75
March	755	£136,635.86
Total	**4879**	**£770,909.69**

Compiled quarterly beyond this point (from City Direct Performance Framework)

E-Government Performance

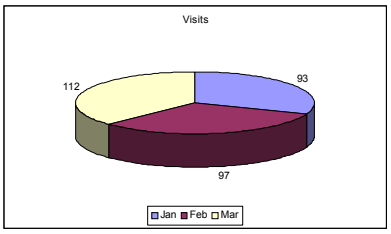
Usage of self-help desks – Webtrends monitor PC usage

Hove Town Hall



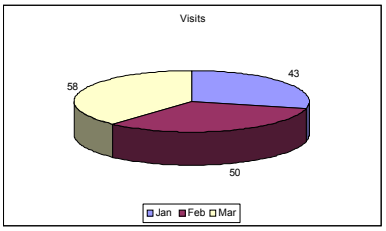
The average number of Visits for three months was **77** per month

Bartholomew House



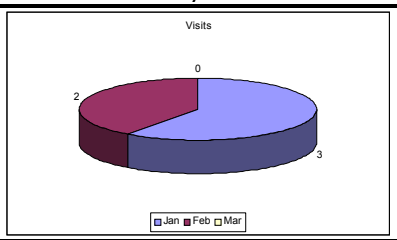
The average number of Visits for three months was **101** per month

Portslade Office



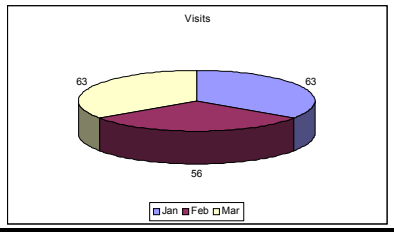
The average number of Visits for three months was **50** per month

Bevendean Primary School



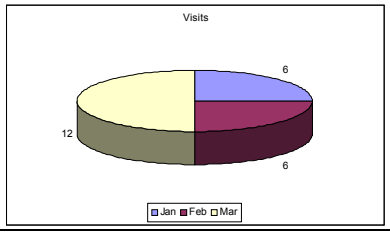
The average number of Visits for three months was **2** per month

Hove Central Library



The average number of Visits for three months was **61** per month

Portslade Library



The average number of Visits for three months was **8** per month

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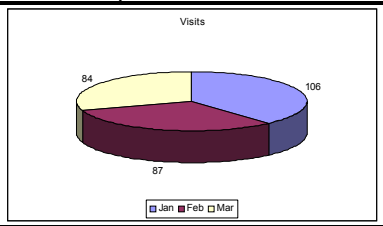
E-Government Performance

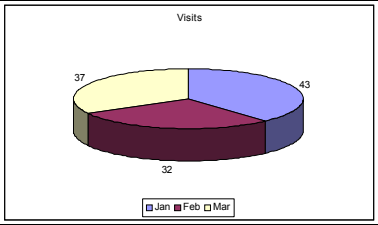
Usage of self-help desks – Webtrends monitor PC usage

Brighton Library



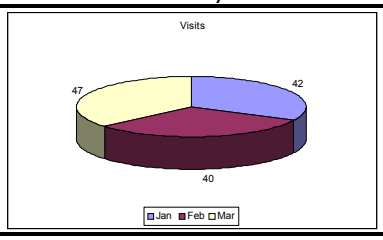
The average number of Visits for three months was **92** per month

Saltdean Library



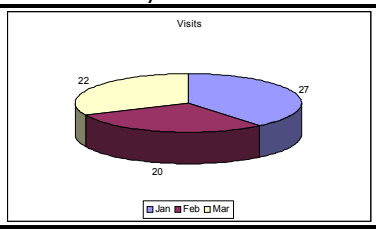
The average number of Visits for three months was **37** per month

Moulsecoomb Library



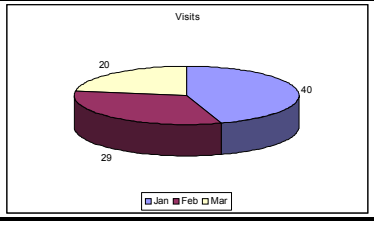
The average number of Visits for three months was **43** per month

Westdean Library



The average number of Visits for three months was **23** per month

Whitehawk Library

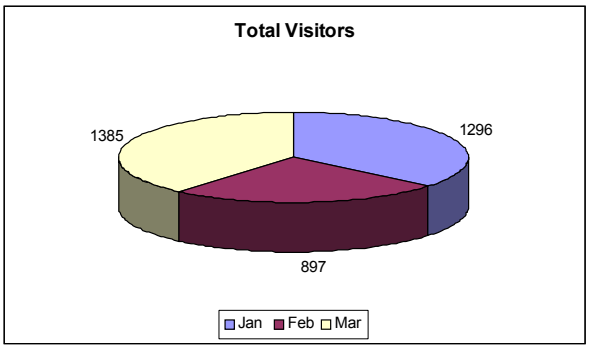


The average number of Visits for three months was **30** per month

Note:
i) Statistics still not available from Coldean, Hangleton, Hollingbury, Patcham, Rottingdean
and Woodingdean.

E-Government Performance

Customer Access Levels – Footfall Count

Hove Town Hall	
	• Total Visitors: **0000** of which **00%** of enquires were resolved by CSA and **00%** of enquires were referred. (Data to be advised)
Bartholomew House	
	• Total Visitors: **0000** of which **00%** of enquires were resolved by CSA and **00%** of enquires were referred. (Data to be advised)
Portslade Office	
	• Total Visitors: **3578** of which **92%** were front desk customers and **8%** were cashier customers.