esd-toolkit benefits by subscription level

Here is a list of esd-toolkit features available dependent on subscription status. The 'Further information' column provides links to more details on each topic. You can also reference training materials at: www.esd-toolkit.org/training

esd-toolkit features	Open	Registered	Subscribed	Further Information
Standards Controlled lists (with submission of change requests) and data format schemas with associated tools and guidance	✓	✓	✓	www.esd.org.uk/standards
Local Community Events and News Toolkit Local Community (TLC) meetings in all regions and regular news to member local authorities.			✓	Toolkit Local Communities
Working Groups Working Groups with quarterly meetings around the country and online participation on: • Business improvement and transformation • Customer insight • Key information (standards) • Performance management			✓	Customer insight Service redesign and value for money Information Management
Search Search for materials within esd-toolkit. Also across public sector sites according to metadata principles using esd's controlled vocabularies.	✓	✓	✓	Search options
Local service information A directory 'tree' view of customer-facing services from the LGSL organised to match your departmental structure. Additional localised tree views as required. Local information capture on service delivery, responsible officers, FAQs, forms, service volumes, etc. Sharing of information at your discretion with other authorities.	Results according to subscription status		✓	
Effective service delivery A comprehensive set of tools, models, case studies, worked examples and guidance which have been developed by local authorities, national programmes and beacon councils to support public service deliverers.	✓	✓	✓	Effective service delivery
Business case tool A tool which provides the user with prompts and checklists to ease and speed up the process of creating business cases. The outputs are designed to provide a robust analysis and discussion of the relative merits of alternative options to achieve your aims and objectives.		✓	✓	Business case tool introduction

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Community maps Maps illustrating how specific circumstances apply to different parts of each local authority area. Maps are available for a wide variety of circumstances defined in the 'Person circumstance' and 'Place circumstance' lists of the 'Local Government Business Model'.		✓	✓ Results according to subscription status and in some cases a licence for third party datasets	Community maps
Projects Database of projects and products which is fully searchable and contains projects being run by the public sector, or helping a community, using linked data to share the information. Projects includes *solutions4inclusion* providing local authorities and their partners with inspiring projects to improve the lives of disadvantaged people.	✓	✓	✓	**Project search**
Customer profiling Interactive map and report displaying predominant citizen profiles by ward. Map annotation. Display of your local authority's demographic near neighbours. Interactive ethnicity maps by postcode. For authorities with licensed address profile data: • Detailed interactive profile maps • Postcode level profiling maps • Profiling data download for any officer authorised locally • Service / channel profiling of your customer transaction records • Analysis of service demand profiles within your authority and in comparison with others • Propensity graph and hot/cold maps • Survey profiling. Define your own surveys and upload completed survey results to profile respondents to individual questions			✓	**www.esd.org.uk/profiling** **Web profiling video webcast**
Service delivery costing Recording of cost by service and channel with 'what if' comparisons to inform channel shift (with customer profile analysis).			✓	**http://www.esd.org.uk/CostArchitecture**
Online activity based costing Ability to model and refine alternative service cost and delivery models to include changes to staff activity levels; service overheads or the introduction or withdrawal of customer access channels.			✓	

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LG Inform Providing top level strategic performance evidence for selected Local Government metrics		✓	✓	LG Inform help
Linked data converter Council spending information illustrated as open linked data. Councils can convert spending information from spreadsheet to linked data that complies with a standard expressed as the payments ontology.		✓	✓	Payments open data
Data collection for portals Manual and automated capture and maintenance of website URLs (and other addresses). esd-toolkit makes the URLs available for use in any portals if you wish.		✓	✓	
Benchmarking Comparison of your own service delivery metrics with aggregated data from other authorities, selected by region, type or 'near neighbours'. Define your own near neighbours or use those we have identified as demographically similar.			✓	
People finder A virtual peer support network that enables users to search for other esd-toolkit users by knowledge and area of interest.			✓	People finder
File exchange Storage of documents within your defined directory structure. Version control and file-locking. Documents can be shared with chosen partners.			✓	File exchange
Partnerships Maintain a list of partner organisations that you work with and share service delivery information across a partnership.			✓	
Frequently asked questions (FAQs) A database of over 1500 service related 'core' generic FAQs that are designed to be able to be used by council website users as well as by contact centre staff fielding people's calls and queries. The database was put together as part of the Scottish A to Z project. FAQs can be downloaded and edited for local use.			✓	FAQ database
My Toolkit Personalisation of your esd-toolkit homepage, including forums, tree views, news feeds etc.			✓	My toolkit demonstration

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Local Administration Definition of user access rights at a local level by one or more local administrators.			✓	
Partnership Working New LAA/LSP tree view showing partners and the services they deliver plus additions to the National **Indicator** tree to show NI targets and partners plus local indicators.			✓	
Suppliers Private sector organisations who supply products and services to the public sector, cross referenced to relevant local government services, projects and product types. Supplier news and events are available.	✓	✓	✓	Supplier search

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