



national information

shared knowledge

local intelligence

MEASURING TAKE UP

We are pleased to announce that esd-toolkit is now working in partnership with the Take Up Team at the Department for Communities and Local Government (DCLG) to aid the measurement of Take Up of e-services. A study is now underway from September through to March to gather volumetrics data for some of the highest volume/cost local services. Other services have been added because of their propensity for citizens to use them online. Letters have gone out to all local authority Chief Executives and Customer Services Managers in England requesting their assistance in this work by returning volumes data across three access channels (web, face to face and telephone) for a basket of seven services.

- [More on Take Up Study](#)
- [Take Up Community Site](#)

MY TOOLKIT LAUNCHES

An exciting new feature, "My Toolkit" launches next week once local administrators have set up a "local template" for users. My Toolkit enables subscribed users to create a new personalised front-page to esd-toolkit and other third party content that is configurable to their needs. This means that users are able to use My Toolkit to view at a glance, from within the same page tailored information like esd-toolkit news, forum posts from their favourite forums, their LA's AES statement, email alerts from forums they have elected to watch, third party items such as BBC news headlines and much more! In this way, users will be able to self-navigate content from within esd-toolkit more easily and combine that with external links and news feeds. This new service provides easy access to a variety of content, making esd-toolkit more of a one-stop shop! [More My Toolkit](#)

EVENTS

The following Events are in the esd-toolkit diary:-

- *East of England TLC, Chatteris – 3 October
- *East Midlands TLC, Melton Mowbray – 4 October
- *Yorks and Humber TLC, Leeds – 5 October
- SOLACE Annual Conference, Manchester – 10-12 October
- Engagement & Involvement Committee, London – 17 October
- *Northern Service Efficiency and Improvement Conference, Newcastle – 6 November
- NWeGG Annual Conference, Manchester – 7 November
- *Subscribed users can [register](#) for these free events – but login first to see the full list !

national information

shared knowledge

STOP PRESS

New versions of LGSL and LGNL due out in October – More about this can be found by clicking here [More](#)

New version 3.06 of esd-toolkit is now live. New features include:- (click each hyperlink to see the items)

- [Online archive of all IEG & AES statements](#)
- [Exciting online efficiency analysis tool](#)
- [My Toolkit](#) (see main story above)
- [Take Up Community Site](#)

The new People Finder feature allows you to search for other peers with similar interests and expertise. To be useful to everyone, remember to update your "My Profile" settings with your own details: Find out more in our [People Finder Info Note](#).

SCOTTISH A-Z AND KNOWLEDGE BASE

Scottish local authorities are working together to develop a shared A-Z of services, a common services list which reflects Scottish services and a Scottish navigation structure all mapped to IPSV to help eGMS compliance so that citizens can find what they are looking for on council websites....and if that's not enough the lists are all linked to a comprehensive knowledge base of FAQs and electronic forms.

All thirty-two Scottish Local Authorities are subscribed to esd-toolkit and a series of training sessions will help them all localise their tree to gain the maximum benefit from the project

More on this can be found: click here: [Project Scotland](#)