

What Are All These Lists?

A brief overview of controlled lists maintained by esd-toolkit and their role in local government.

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1. Introduction

For several years now, esd-toolkit at www.esd-toolkit.org has maintained the list of services accepted as the standard for defining local authority outputs and measuring electronic service delivery. esd-toolkit now incorporates other lists that come under the same control mechanisms. These lists provide different ways of grouping services.

The family of lists helps local authorities share resources with one another and with external bodies. So work carried out by one authority or centrally can be more readily accessed by other authorities.

All lists are made available freely at www.esd.org.uk/standards and third parties are encouraged to adopt them in dealing with councils. Local authorities can manipulate lists and store/reference more detailed information that is cross-referenced with each through the esd-toolkit Web site.

This document provides a brief introduction to each list, gives reasons for using the lists and describes how they are managed.

2. How The Lists Relate

The **Local Government Service Lists (LGSL)**, also known as ‘The PID List’ describes every service that a council might provide directly to citizens (residents, businesses and other people it serves). Hence LGSL represents the *raison d’être* of a council. It should be possible to cross-reference documents, Web pages - in fact just about everything a council does that is seen by its citizens - against an LGSL service. Only internal activities or ones where another body takes the leading role would normally fall outside LGSL.

Other lists are cross-referenced with LGSL to define the characteristics of each service and ways of grouping services. Cross-references between lists are sometimes referred to as ‘mappings’. Mappings are published from Web pages at www.esd.org.uk/standards. In esd-toolkit itself, a council may create its own hierarchical lists (also known as ‘trees’), may record its own types of information and define its own mappings.

The esd-toolkit’s ‘core tree’ is formally known as the **Local Government Directory List (LGDL)**. LGDL defines the organisational structure of a typical council and mappings to LGSL show which services might be the responsibility of which organisational units (ie departments). esd-toolkit subscribers create a modified version of LGDL to define their own local structure in what esd-toolkit knows as the ‘local directory’ or ‘local tree’ for a council.

The **Local Government Category List (LGCL)** provides a breakdown of services by subject headings, going from broad to narrow topics from the top to the lower levels of its tree structure. LGCL may act as the browser navigation structure for a council’s Web site or may provide a starting point for designing a navigation structure that is particular to one council or a to county portal. Mappings to LGSL show how services are grouped under subject category headings. Mappings are also provided to the

Cabinet Office e-Government Unit's Government Category List (GCL) which gives a higher level subject breakdown of *all* areas of government.

The Local **Government Classification Scheme (LGCS)** is defined by the Records Management Society of Great Britain, Local Government Group to provide a structure suitable for classifying all council records in accordance with good records management practice by function/activity. Mappings to LGSL show which services fall under which classification headings.

Hence three hierarchical lists group services in three different ways:

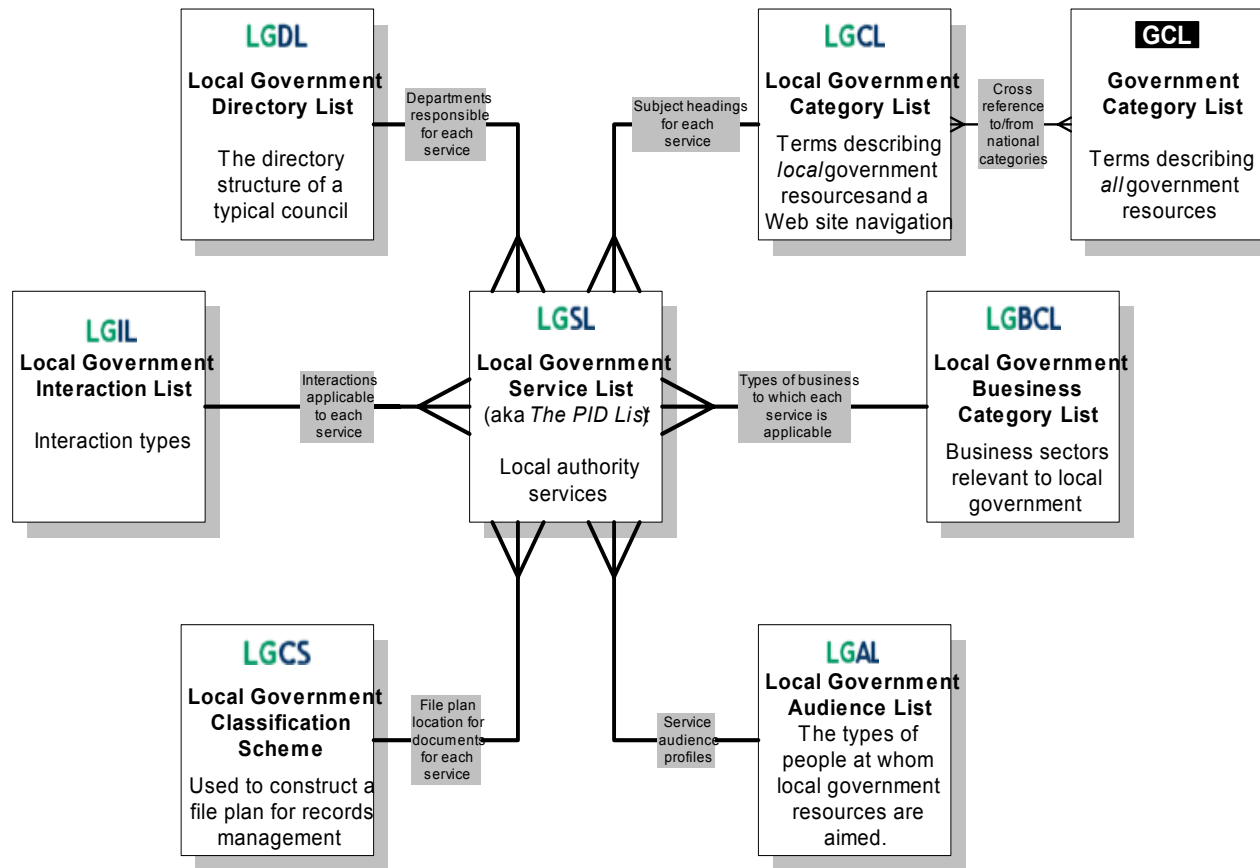
- by organisational structure (LGDL)
- by subject (LGCL)
- by function/activity (LGCS)

Other controlled lists group services as follows:

- by the types of interaction a council should support to deliver the service (LGIL)
- by audience, giving the profiles of service users (LGAL)
- by business sector (LGBCL)

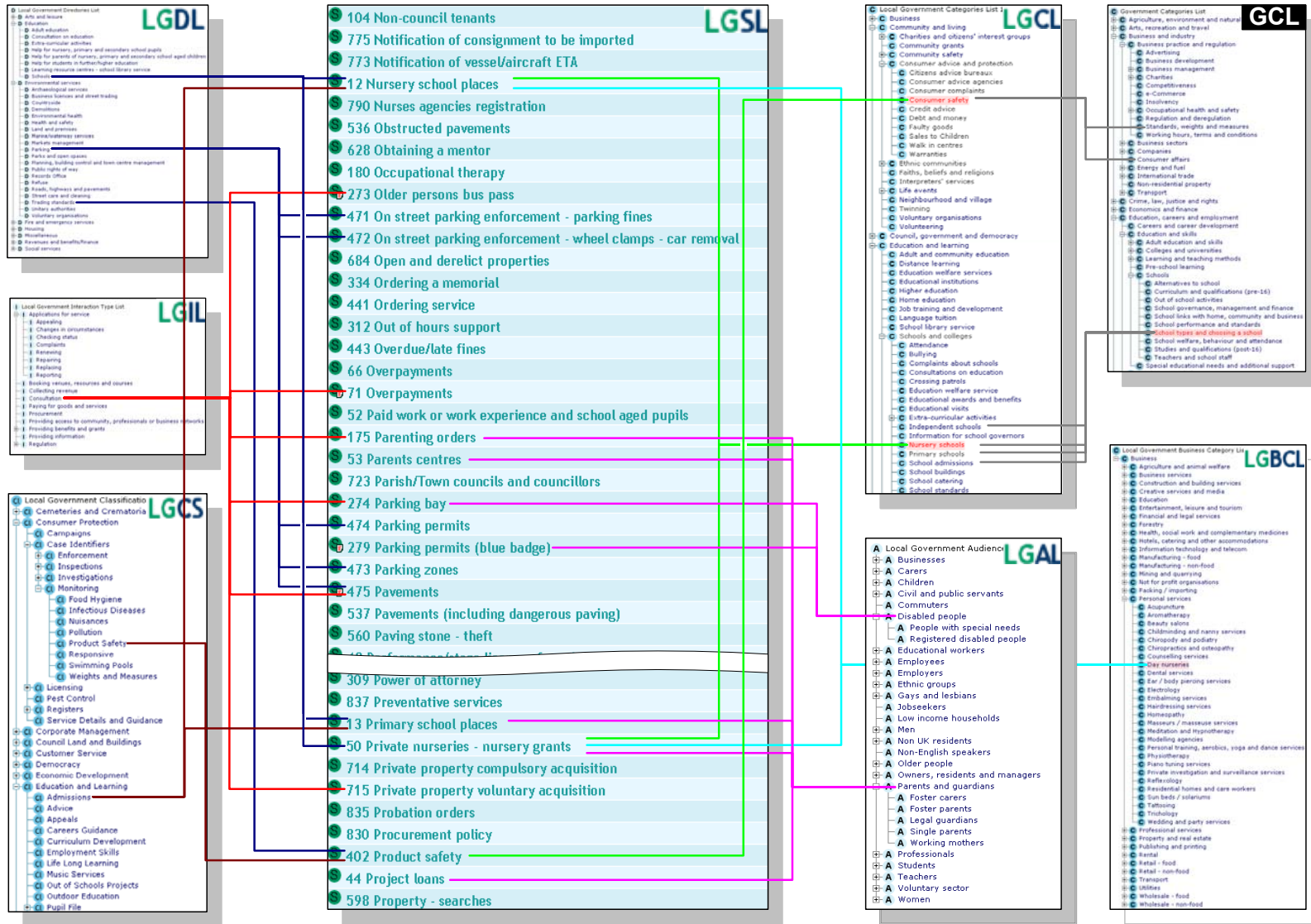
The diagram overleaf illustrates each list and mappings between them. On the following page, parts of each list are shown in detail with mappings between specific items.

How The Lists Relate To One Another - Overview



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How The Lists Relate To One Another - Detail



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3. Features of Each List

3.1. Local Government Service List

Abbreviation:	LGSL
Items represent:	Services delivered to citizens
Source:	www.esd.org.uk/standards/lgs
Purpose:	To provide a standard generic national list of services provided by some or all councils broken down at an even level of granularity.
Local variations:	Councils can assign their own local names to services within esd-toolkit. The scope and content of the list and the numbering of items should not vary locally from the national standard.
Origin:	Refined from a services list created by the 'Go With the Flow Project' and further developed as the CUPID List by the Life Events Access Project (LEAP). Adopted by esd-toolkit as 'the PID List' following agreement with other councils who previously maintained their own lists. Extended in 2003 to include more fire and national parks services. Recognised by the Office of the Deputy Prime Minister as the standard measure of council services for Implementing Electronic Government (IEG) reporting.
Status:	Mature list at version 2.01

3.2. Local Government Directory List

Abbreviation:	LGDL
Items represent:	Organisational units in a typical council structure
Source:	www.esd.org.uk/standards/lgd
Purpose:	To define a local authority's organisational structure so services may be grouped by department.
Local variations:	Can be modified by esd-toolkit subscribing local authorities to create a 'local tree' reflecting their own specific structure to identify departmental responsibilities for service delivery.
Origin:	Developed in parallel with LGSL (see above)
Status:	Mature list at version 2.01

3.3. Local Government Category List

Abbreviation:	LGCL
Items represent:	Terms defining the subjects covered in the Web sites of local authorities and local community groups AND suggested headings for a local authority Web site navigation structure.
Source:	www.esd.org.uk/standards/lgc
Purpose:	To define a common vocabulary to describe the subject matter of all local authority Web pages – that is: a controlled vocabulary for subject metadata. LGCL also: <ul style="list-style-type: none"> • provides a suggested Web site browse navigation structure • supports text search engines by providing several non-

- preferred terms for each term
 - defines Web site shortcuts recommended for all local authorities
 - defines terms suitable for a local authority Web site A to Z
- Local variations:** Local authorities may create their own Web site navigation structures as variants of LGCL. They may also add local terms, including proper names, as non-preferred terms. Only LGCL preferred terms should be used in subject metadata.
- Origin:** Derived from the APLAWS Category List and developed by the Local Authority Web sites National Project through the work of a taxonomist and extensive consultation with local authority implementers.
- Status:** Mature list of high level ‘category’ terms at version 1.03. Detailed lower level terms are expected to be added over a period of one or two years.
- Further reference:** LGCL Guidance notes:
<http://www.esd.org.uk/LGCLGuidanceNotes.pdf>

3.4. Local Government Classification Scheme

- Abbreviation:** LGCS
- Items represent:** Function/activity headings applicable to local authority records.
- Source:** www.esd.org.uk/standards/lgcs
- Purpose:** To provide headings for a file plan used in a local authority’s (manual or electronic) records management system. For each heading standard records management information is to be offered for guidance, including: any relevant freedom of information exceptions, data protection considerations, ‘vital record’ indicator.
- Local variations:** Local authorities may create their own classification schemes to meet local needs, using LGCS as guidance.
- Origin:** Records Management Society of Great Britain – Local Government Group.
- Status:** Draft version 0.01. Addition of guidance information and formal issue is planned for December 2004 following issue of one further draft.
- Further reference:** National Archives Business Classification Scheme Design:
http://www.nationalarchives.gov.uk/electronicrecords/advice/pdf/bcs_toolkit.pdf
- Freedom of Information Documents:
<http://www.esd.org.uk/foi/>

3.5. Local Government Business Category List

- Abbreviation:** LGBCL
- Items represent:** Business sectors
- Source:** www.esd.org.uk/standards/lgbcl
- Purpose:** To categorise local authority information according to relevant types of business.

- Local variations:** No local changes are expected. Changes should be submitted through esd-toolkit to contribute to the national standard.
- Origin:** Developed by the Working With Business National Project to categorise businesses and resources made available through project software. Created following reference to other lists. LGBCL is similar in structure to the list produced by the Small Business Service (SBS), but adds more detail in some areas which were identified by economic development officers as important.
- Status:** Issued at version 1.00 in March 2004. Minor changes may follow to align more closely with (or combine with) the SBS List.
- Further reference:** LGBCL Guidance notes:
www.esd.org.uk/LGBCLGuidanceNotes.pdf

3.6. Local Government Interaction List

- Abbreviation:** LGIL
- Items represent:** Types of interaction between local authorities and citizens
- Source:** www.esd.org.uk/standards/lgil
- Purpose:** To categorise interactions that a local authority may have with a citizen. Each interaction initiates a process as part of service delivery. The top level of LGIL gives the interaction types that are defined by the Best Value Performance Indicator (BVPI) 157. Some of these interaction types are further sub-divided at lower levels to give a more precise definition of the interaction.
- Local variations:** Additions and changes should be submitted through esd-toolkit to maintain one national standard.
- Origin:** Based on BVPI 157 with details added from local authority feedback through esd-toolkit.
- Status:** Draft version 0.01 subject to refinement at lower levels.

3.7. Local Government Audience List

- Abbreviation:** LGAL
- Items represent:** Sub-divisions of people who might represent audiences for particular resources.
- Source:** www.esd.org.uk/standards/lgal
- Purpose:** To identify resources (eg Web pages) aimed at particular people and define profiles that can be applied to services.
- Local variations:** Additions and changes should be submitted through esd-toolkit to maintain one national standard
- Origin:** LGAL was built by the Local Authority Web sites National Project from audience lists used by various local authorities. It includes terms proposed for LGCL which were considered more appropriate for audience profiles.
- Status:** Draft version 0.01 subject to refinement from proposals coming from an exercise to map LGSL services to citizen profiles.

3.8. Local Government Type List

Abbreviation:	LGTL
Items represent:	Types of resource, which normally define the intended purpose of the resource (news, meeting agenda, report, etc)
Source:	www.esd.org.uk/standards/lgtl
Purpose:	To define the type/purpose of resources (eg Web pages or documents) in metadata to aid searching.
Local variations:	Additions and changes should be submitted through esd-toolkit to maintain one national standard.
Origin:	LGTL was built by the Local Authority Web sites National Project from type lists used by various local authorities. It includes terms proposed for LGCL which were considered more appropriate for defining resource types.
Status:	Draft version 0.01 subject to refinement.

4. The Lists In esd-toolkit

All lists, with the exception of LGTL (defining resource types) are cross-referenced with LGSL ('the PID List' of services). Hence they provide different tree views of services in esd-toolkit, as illustrated below.



Items in each hierarchical list are shown as tree branches and services are shown as leaves off those branches.

Any registered local authority officer can view LGSL services as leaves of the LGDL 'core tree' in esd-toolkit. Officers from subscribing authorities can create their own local tree by dragging and dropping. They can also select other controlled lists from a drop-down list of options to view services grouped by subject category, classification scheme, audience etc.

Changing between tree view options is sometimes called 'flipping the tree'. Whatever way they navigate to services, subscribed users can update service information to record how each service is delivered in their authority.

esd-toolkit allows council officers to download both national standard lists and their own personalised data. Downloads can be used for reporting purposes and to configure external software, such as a content management system (CMS) or customer relationship management (CRM) software.

5. The Lists and eGMS

The controlled lists help implement the e-Government Metadata Standard (eGMS) by providing standard vocabularies to use when describing resources, such as Web pages.

The GovTalk Web site describes eGMS at:

<http://www.govtalk.gov.uk/schemasstandards/metadata.asp>

Specific guidance from the LAWs and CRM National Projects is given at: www.esd.org.uk/standards/egms. These Web pages include an interactive viewer of eGMS elements. They indicate where each controlled list is appropriate to populate metadata elements.

6. The Business Case For Using The Lists

6.1. Reduced Effort

The lists are the culmination of hundreds of hours of effort by experts around the country and so provide information that would be costly to gather locally.

Cross-references between lists mean that if you select one value manually, other useful information can be derived automatically. Normally the LGSL service is a quite specific reference that can be recorded against a Web page or a contact with a customer (resident, business, etc) so other information can be derived. For example, from the LGSL service number (aka 'PID Number'):

- You can derive the LGCL category relevant for a subject description of a Web page in metadata
- You can derive the LGAL audience profile of the service and bring to a customer's attention other services with similar audience profiles
- You can find the place in the file plan where documents should be stored

6.2. Interoperability (Talking To One Another)

Different local authorities can share information more easily with one another and with external bodies if they use the same terminology to index things. For example, projects aimed to automate a particular interaction and guidance documents on a particular service can readily be found by people who index and search according to the same standards.

6.3. Quick Wins

Onerous tasks can be reduced by automated cross-referencing and drawing on resources created by other authorities using the same standards. For example, a council using LGCL preferred terms to index its Web pages can automatically take advantage of the many 'non-preferred terms' (eg slang, misspellings and equivalent words) provided to enhance the power of its Web site search engine.

6.4. Future Proofing

By referencing existing controlled lists now, you will be in a position to use quickly new features added centrally in future. esd-toolkit is continually taking reference data from various local and national initiatives. For example, the Smart Cards National Project is defining customer identification security levels required to conduct each service interaction. This information will be published online referenced against LGSL and LGIL.

7. The Technical Case For Using The Lists

7.1. Machine and Human Readable Formats

All controlled lists and mappings between them are published in XML format with XSD schemas documenting their structures. Such formats are vendor neutral and can be manipulated by a host of free and commercial software packages.

Lists and mappings are also transformed into more human formats, including spreadsheets, PDF (portable document format) documents and Microsoft Word documents. An online viewer is provided for anyone to search and browse each list. More sophisticated tools are provided for subscribers to esd-toolkit.

7.2. Common Technical Standards

All lists may be seen as belonging to the same 'family' in that they use the same set of XSD schemas with common data types. That means tools written to manipulate one list can be used on others so local software development costs are reduced.

7.3. Sample Code

XSL transformations of lists between various human and machine readable formats are published from pages at www.esd.org.uk/standards so similar transformations can be performed on local data and local authority programmers can copy useful bits of XSL code.

7.4. Developer Community

Local authority and commercial developers making use of the controlled lists and associated data published by esd-toolkit can share experiences and swap knowledge via esd-toolkit online fora.

The APLAWS+ CMS imports LGCL in its native XML format and tools for a similar import to the Microsoft CMS are being developed. Local authorities can reduce software customisation costs and time taken to familiarise system suppliers with their needs if a supplier has already used the controlled lists for another authority.

8. Change Control and Governance

8.1. Why Lists Change

Standards are not defined centrally but evolve from real experience of what works. Hence they take time to evolve and they need to be flexible enough to change if real life practice changes (for example, the statutory services to be provided by a local authority may change). Hence esd-toolkit has made provision for new versions of lists and mappings between them to be issued periodically.

8.2. Who Changes Lists

As with everything esd-toolkit does, local authorities both drive and govern changes to controlled lists. esd-toolkit software and support staff provide the framework for controlling changes.

8.3. How Changes Are Submitted and Processed

The established mechanism for processing changes to LGSL has been extended to cover all controlled lists.

Local authority officers, authorised by their local esd-toolkit administrators, can submit proposed additions or changes to items for each list. They can view prior and current changes submitted and can post comments on changes submitted by others. (Changes can also be suggested by e-mail and through online fora.)

List submission

Filter

Controlled List Local Government Service List

Status All

Current Prior

Reference	List name	Title	Submitted to version	Decision	Status
1	Local Government Service List	Becoming a mentor	1	Accepted	Prior
2	Local Government Service List	Applying to be a youth volunteer	1	Rejected	Prior
3	Local Government Service List	Obtaining a mentor	1	Accepted	Prior
4	Local Government Service List	Youth projects - volunteering	1	Accepted	Prior
5	Local Government Service List	Asking for advice on housing	1	Rejected	Prior
6	Local Government Service List	Asking for advice related to illegal drug addiction	1	Rejected	Prior
7	Local Government Service List	Asking for benefits' advice	1	Rejected	Prior
8	Local Government Service List	Finding out about out-of-school activities	1	Rejected	Prior
9	Local Government Service List	Seeking advice on contraception and related matters	1	Accepted	Prior
10	Local Government Service List	Seeking vocational advice	1	Rejected	Prior
11	Local Government Service List	Dealing with Data Protection enquiries	1	Rejected	Prior
12	Local Government Service List	Commenting on the school meals service	1	Rejected	Prior

esd-toolkit administrators make recommendations on the acceptance or rejection of changes according to design rules for each list. A panel of local authority experts, with special knowledge of different areas of local government work, make the final decision on list changes.

List submission detail

Reference 1
 Controlled list Local Government Service List
 Current version 2
 Next version 2.01
 New addition to branch EDUCATION
 Name Becoming a mentor
 Details of addition
 Added date 13/09/2002
 Added in version 1
 Added by Sheila Apicella at London Borough of Camden

Interactions which may apply

	Network user			Administrator		
	Yes	No	Not sure	Yes	No	
Applications for services			✓		✓	
Booking venues, resources & courses			✓		✓	
Collecting revenue			✓		✓	
Consultation			✓		✓	
Paying for goods & services			✓		✓	
Procurement			✓		✓	
Providing access to community, professional or business networks			✓		✓	
Providing benefits & grants			✓		✓	
Providing information			✓		✓	
Regulation (such as issuing licences)			✓		✓	

To which types of authority might this process apply

	Network user			Administrator		
	Yes	No	Not sure	Yes	No	
English County			✓		✓	
English District			✓		✓	
English Unitary			✓		✓	
Fire Authority			✓		✓	
Government Agency			✓			
London Borough			✓		✓	
Metropolitan District			✓		✓	
National Parks Authority			✓			
Northern Ireland District			✓		✓	
Police Authority			✓			
Scottish Unitary			✓		✓	
Transport Authority			✓			
Welsh Unitary			✓		✓	

Comments

Comment The submitting user has stipulated that this process should reside in a new sub-branch titled 'Adult support for young people'. I feel that, if the process is added, it would be relevant to the sub-branch 'Help for pupils at Nursery, Primary and Secondary School'.
 PID List Administrator

Comment This submission is similar to submission No.3 - 'Asking about mentoring'. As I understand it, this submission describes a service delivered to an adult who wishes to join a mentoring scheme.
 PID List Administrator

Comment I feel this should be called 'becoming a mentor' with the two interactions suggested. Applying to become a mentor = application for service and asking about mentoring = providing information.
 Jacqui McNish at London Borough of Lambeth

Comment Please check difference between learning mentor and mentor. As it has been suggested that Learning mentors is an actual job title, i.e Social Worker, and that these learning mentors are recruited in the usual way, if so this would not be a suitable PID. However 'mentors' may well be different as these can be voluntary.
 Shirley Watson at London Borough of Lewisham

Manager decision

Decision Rejected
Comment Added as PID 627
 Doug Somerville

Administrator recommendation

Decision Accepted
Comment This submission is a valid process and is not included in the PID List. I recommend that it should be approved. The location for the process needs to be discussed by the PID List Group. If approved, the title should be changed to : 'Becoming a mentor'
 PID List Administrator

8.4. How To Keep Pace With Changing Lists

Changes are reflected in controlled releases of each list. Version control procedures and technical standards are designed to simplify moving between versions and allow updates to be largely automated. Data referenced in esd-toolkit against standard lists is automatically kept in line with the latest versions.

As lists mature, the scale and impact of changes in each new release normally diminishes.

Ref 03841