



The Local Channel

Strategy Team
eGovernment Unit
Cabinet Office
3rd Floor
Stockley House
130, Wilton Road,
London
SW1V 1LQ

2nd February 2006

Dear Sirs,

Response to "Transformational Government" Enabled by technology
Ref: Cm 6683 – Published by the Cabinet Office - November 2005

Please see attached the response from the Local Channel to the "Transformational Government Strategy - enabled by technology" Published by the Cabinet Office in November 2005.

The summary report contains the following sections. We are largely supportive of the overall Strategy.

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Yours faithfully,

Patrick Abrahams
Chief Executive
The Local Channel

The Estate Office Trafalgar Park Downton Salisbury SP5 3QG

Tel: 01722 713320 Fax: 01722 713359 Email: info@thelocalchannel.ltd.uk www.thelocalchannel.co.uk

Registered Office: Templars House Lulworth Close Chandlers Ford Hampshire SO53 3TL Registered in England (Company Registration Number 4211031)

Key points from the Strategy

The key points from this strategy that The Local Channel sees as significant are:

Government must engage with citizens and business to understand and specify what is needed from e-government.

We agree with this approach wholeheartedly. Whilst we understand that the word “Citizen” is in very general usage throughout Government, we would generally challenge the use of the word “Citizen” – preferring “People”. See section 6.

Front line Public servants must help with the design of the services.

We agree with this approach wholeheartedly. Although we also see that User led design and co-creation with partners (Quick wins) should also be included within this.

To lead the Transformation “Customer Directors” will lead the services for their customer group, co-ordinated centrally.

We agree with this approach, although have reservations about the number of new groups being established. See section 5.

The number of Government websites is 2500 and will be “rationalised”

We disagree with the assessment and plans in this area – See section 3

HM Treasury and the Cabinet office will lead the framework to enable sharing. There will be clear strategies for sharing in each major function: Customer Service Centres (130), IT Infrastructure, Information assurance, identity management, standards and architecture. The Cabinet office and the Department of Constitutional affairs will develop a strategy for cross government data sharing.

We think that this is critical, but perhaps the most difficult. See section 5. We would be interested to see if there are any plans for common access to the Call Centres (or rationalisation of Call centres)

The CIO Council will create a unified approach through a common infrastructure, financed through user investment

What is meant by the term “User Investment ?”

The CIO Council will lead the work to ensure that professional standards are created and maintained in the public sector, and that public sector IT workers are properly rewarded.

We believe that Professional standards need to be improved and maintained but believe that already existent bodies should be involved to gain benefit from existing programmes and enable cross-over with the private sector. See Section 2.

The Cabinet office and the Treasury will ensure that annual reports on total IT spend are produced.

Are there any benchmarks regarding the savings anticipated ? – Is this in addition to the Gershon recommendations. See also inclusion of the spend at Parish and Town Council levels – See section 4. In addition, we believe that expenditure on e-government has a spin off benefit in the community, regarding IT inclusion and development – See section 7. See also Section 8 regarding Economic assessment, Budgeting and accounting.

Identity management, and the convergence of Passport, biometric data , and National insurance cards is a Government responsibility and imperative.

Our assessment across Europe is that those states that have these programmes already in place are achieving positive impacts in terms of take-up, and especially of single point access and transfer of data. See section 9 regarding International co-operation.

The CIO Council will encourage the development of standardised contracts to engage the private sector more effectively.

We agree with this approach wholeheartedly.

The CIO Council working with the Office of Government Commerce will monitor supplier intelligence and allow third party suppliers to provide service.

We agree with this approach wholeheartedly. We would appreciate a review of The Local Channel, who has been in existence since 2001 when we started building websites for local government. Today, over 13% of the UK's Parish, Town and Community Councils use our services, and this makes TLC the largest e-government network in Europe.

Our objective was the provision of a useful service that might have a positive impact on local communities: our resultant growth (or size) is a positive by-product (or result)

We started out with the simple idea of making it really easy for local councils to get online, because we believe the web can help make local politics and local democracy relevant to every man, woman and child.

And from our experience we have found that if you give local councils the right technology, they will grab hold of it and use it. And this, of course, ensures that local e-Government websites are useful to the whole community.

1) What is the scope of the strategy - England, United Kingdom or Great Britain ?

Whilst this is not specifically stipulated in the Strategy, It is assumed (by reference to the nine Regional Centres, the make up of committees, and the “number of websites” assessment) that this Strategy specifically only applies to England. (Not Great Britain or the United Kingdom)

Given that:

- 1) Primary legislation on Welsh affairs continues to be made in the UK Parliament at Westminster, and that the Northern Ireland Executive only has responsibility for economic and social affairs, and that the Scottish Assembly, whilst most devolved, does not have responsibility for a number of other issues, including overseas affairs, defence and national security, overall economic and monetary policy, energy, employment legislation and social security, anti-discrimination, asylum and immigration
- 2) The Population of England makes up 84% of Great Britain, with Wales at around 5%, and Scotland 8.5% with Northern Ireland less than 3%.

How will the strategy play out with the devolved areas of Scotland, Wales and Northern Ireland especially for those important areas that affect people's lives still directly managed by Westminster ? See also section 9.

- Overseas affairs
- Defence and national security
- Economic
- Energy
- Employment legislation
- Social security
- Anti-discrimination, asylum and immigration

2) Will the Strategy create 40 new Government IT Organisations ?

The initial reaction to the strategy was that there were an alarming number of new organisations planned, with no real indications that current Government IT organisations are to be disbanded.

The “new” organisations include:

The CIO Council (1) ¹

Formed in January 2005 – With 28 Members

Service Transformation Board (1) – In Tony Blair’s forward it says it’s in place (and wrote this document), but on pages 9 and 15 of the document the Service Transformation board is either planned, or to be formalised. It would be good to have some private sector representation on this board. The Office of Government Commerce announced they were setting this up in February 2005.

Citizen Policy and Business Group (4-20) – Only four of these groups is named, but there is the potential for up to twenty or more.

Common infrastructure Board (1)

Already functioning in May 2005, comprising 30 government CIOs

Geographical Information panel (1)

Founded on the 4th April 2005, has 13 members of the Board ²

Regional Centres of Excellence (9-12) – This raises an interesting question on scope – Will there be 9 (English) Regional Centres, or 12 (Including Wales, Scotland and Northern Ireland) Does this strategy cover England or the UK ?

These regional Centres have already been established, with currently a total of 114 members of Management Boards (Plus a further 12 advisors) Only three regions have included Fire and rescue, 2 the Police, and one the National health Service on their management Boards. By far the largest membership of these boards come from Tier 2 Local Authorities (65%)

According to their website ³, they were established in 2003, with responsibilities to working together and with other parts of the public sector to reduce duplication and to increase the available efficiency gains. *The launch of the National Procurement Strategy in 2003 and the setting of a target efficiency gain of £6.45 billion were significant landmarks for local government. The Regional Centres of Excellence (RCEs) were established to support the implementation of the National Procurement Strategy and the delivery of council efficiency targets.* [Has this delivered this efficiency gain ?](#)

¹ www.cio.gov.uk

² www.gipanel.org.uk

³ www.rcoe.gov.uk

Government IT Academy (1) – An interesting idea, not elaborated on, but originally announced by the CIO Council in August 2005 – Why wouldn't this be managed via SOCITM or Intellect, or via an existing Learning programme.?

There are also other individual appointments: detailed in the strategy:

Shared Service Director - already in post

Service Transformation Director - already in post

Director of IT Professionalism - already in post

Central Sponsor for Information Assurance

CSIA - Central Sponsor for Information Assurance - The CSIA was officially formed as a unit within the UK Cabinet Office on 1 April 2003.

If each of these new organisations has just ten people each, I estimate that this may cost an extra £120m per year (1% of the total IT Government spend)

Our initial question was – [Where are the indications of an existing Government IT organisations or roles to be removed?](#) The strategy also telegraphs increased “Pay and Rations” for Government IT Staff – It would be good to see what is going to stop, to allow the new organisations to start.

After reviewing many of the organisations named, it is clear that a sizable number are actually already in place (Some as long as two to three years ago) – This begs another question – [Have these existing organizations been effective to date?](#) – If not, what will enable them to become effective?

3) Just how many Government Websites will there be ?

Section 33.3 – Page 10 - This section on the number of .gov.uk websites says:

There are currently over 2500 government websites. To ensure that overall the government uses the web most effectively to support its service delivery and communications strategies, the web presence of government will be rationalised. For each government organisation the number of different web sites it uses will be reduced and consistency introduced in line with its overall communications strategy. For customer information, self-service transactions and campaign support, services will converge on Directgov and Business Link as the primary on-line entry points; service-specific or stand-alone solutions will be phased out.

The interesting thing here is that this document almost completely refers to central government, whilst my analysis of the number of .gov.uk websites (Dating from January 2005) shows that (This includes the .police.uk .nhs.uk .mod.uk .ac.uk)

- Actually there are nearly 3500 .gov.uk websites
- 21% are for Central Government sites
- 22% are for central Government Agencies and directorates
- But, 57% are for regional sites

This analysis showed:

DOMAIN “Owner”	Number of Websites
DfES and Education	98
Home Office or Criminal Justice System (Including Police Authorities)	148
Dept Work and Pensions and other Employment Sites	76
Dept of Transport and other Transport Sites	82
Cabinet office, Prime Minister and Parliament	76
Department of Trade and Industry and other Trade Sites	62
Agencies, Associations, Commissions or Councils	223
Inland Revenue and Customs and Excise	23
Local or Regional Authority (Including Other Regional Sites, in England, Scotland, Wales and Northern Ireland)	1888
Other Government Dept including DCA, ODPM, DCMS, FCO, DEFRA, MOD, DOH, Treasury	134
Miscellaneous Central Government sites and Directorates	515
Grand Total	3325

Further analysis shows this breakdown for Regional web sites:

Tier	Type of Council	Number of websites	Percentage
1	Community Council	6	0.43%
1	Parish Council	302	21.59%
1	Town Council	207	14.80%
2	Borough Council	253	18.08%
2	City Council	77	5.50%
2	District Council	404	28.88%
3	County Council	129	9.22%
4	Regional Assembly	21	1.50%
	TOTAL	1399	

Level of Regional Government	Number of websites	Percentage
Tier 1	515	36.81%
Tier 2	734	52.47%
Tier 3	129	9.22%
Tier 4	21	1.50%
TOTAL	1399	

[Where is the strategy for dealing with the regional .gov.uk website services ?](#)

It should be remembered that while there are many parish and town council websites with a .gov.uk domain, many Parish, Town and Community Councils have developed their own websites independently from Government. See point 4.

We estimate that perhaps up to 50% (5500) of the 10,389 Parish and Town Councils in England and Wales have a website presence. Of these 5500 we estimate that approximately 65% of them have non .gov.uk web addresses.

Any government rationale of internet presence for local government has to consider the impact on these, already developed sites. A great deal of work has been done by these Councils and they are already providing a much wanted local service. As can be seen in the examples www.thelocalchannel.co.uk/easingtonvillage and www.thelocalchannel.co.uk/shalford

We are already in possession of a report that details the complexity and potential workload for standardising the web structure and naming conventions in this area which offers potential solutions and indeed details how some Local Authorities deal with the problem currently. The report is attached separately.

We all like things to be tidy, but if there is something inherently wrong with a large number of websites, why are there no moves to consolidate several million “.co.uk” names?

The rationale for consolidating government sites is presumably (a) to reduce the costs associated with managing a fragmented web presence (b) to satisfy the demand from

public and business for aggregated content, and (c) to offer additional features & benefits via a larger, and more sophisticated delivery unit.

It seems to me that there are greater potential savings to be found elsewhere, and that there are easier ways to drive more sophisticated features across government web sites. So the demand for more aggregated content must be the important driver.

Our questions are:

a) Is there any evidence that this demand to reduce the overall number of Government websites exists?

b) If so, is consolidation the best way to achieve it?

4) Have Parish & Town Councils been overlooked in E-Government Plans ?

In 2002, the Government published its national strategy document on local e-government. It said on the first page, "Town and parish councils will have an important role to play". A year later, its 11,000-word report on did not make a single mention of the role played by parish, town or community councils. This continued throughout the IEG Programme with only three minor projects launched for this sector during the programme.

There are over 80,000 town, parish and community councillors throughout England and Wales. They represent the single largest group of elected representatives in the country, outnumbering all other elected councillors, MPs, MEPs and Regional Assembly members put together. These Parish, Town and Community councillors serve electorates ranging from small rural communities to major towns (up to 70,000 people), are all independently elected. There are 11,389 Parish, Town and Community Councils in England and Wales, serving an average of 2000 people each. Whilst not all of the population are included within Parish Councils, 21 million people are. The councils have powers to raise their own funds, with an annual expenditure exceeding £500 million. Together, they can be identified as the nation's single most influential grouping of grassroots opinion-formers.

A report commissioned by the Countryside Agency, written by the University of Gloucestershire, concluded, "If parish and town councils do not engage with the internet, they will rapidly fall behind in their prime duty - practical service to their local community". But less than 0.1% of the £695m that was been earmarked for implementing e-government projects was targeted at this tier of government.

The Government is still failing today to acknowledge the UK's single largest group of elected representatives, despite the much-heralded publication in November 2005 of the "Transformation Government" Strategy. This rightly identifies the needs for User engagement, but also omits specific reference this important sector of local Government. There are plans during 2006 to launch some open source support for Communities including Parish and Town Councils.

Earlier this year Government sources acknowledged that whilst 98% of "Local Authority" Services would be e-enabled by the end of 2005, currently 46% of UK Citizens expressed a view that they would use the online E-Government Services, but only 18% actually use them. With many of the transactional systems already in place at central and regional levels, this information will be at its most powerful when presented to people in a familiar context through their local community website.

E-government can only truly be effective if citizens are willing to use the services the Government is planning to provide. But unless the Government actively engages with town and parish councils, there is a risk that local communities will end up with services that are simply irrelevant to their needs."

A survey undertaken by The Local Channel in November 2005 showed the following:

What do people want from Local E-Government – Results

This survey was distributed to 1000 people, not directly associated with any level of Local (Or National) Government. This survey ran from the 1st to the 29th November 2005.

The survey required the respondent to have some understanding of their own Local Government Structure.

Just over 40% of those surveyed viewed the survey; of those 16% started, then gave up, and 10% completed the survey – Just under 100 people. (The average time to complete was 6 minutes)

They were asked to report on whether they had visited their Local e-Government websites in the last 12 months.

LEVEL	Percentage visited
Parish, Town or Community Council	35%
District, Borough or Unitary Authority	54%
County Council	34%
Regional Assembly	5%

They were asked to rate these sites from 1 to 9 where 9 was Excellent

LEVEL	Rating
Parish, Town or Community Council	6.2
District, Borough or Unitary Authority	5.8
County Council	6.1
Regional Assembly	3.5

There were a very large number of comments added – An average of two comments per person completing the survey.

The summary of comments at the three first tiers is detailed below. However it is considered that care needs to be taken interpreting these results in isolation, as a certain amount of "Survey fatigue" may have set in, as the number of comments made reduces as the Users have progressed through the Survey. So the first one encountered ("Parishes etc) had 121 comments, the second "District" had 92, and the third County had only 54.

"Wanted"	County	District	Parish	TOTAL
Council Services	10	14	7	31
Council Contact details	7	12	8	27
Planning Applications	1	10	15	26
Roads	8	7	6	21
News	3	3	14	20
Expenditure, Budgets and Accounts	7	1	5	13
Future Plans or Issues	3	2	8	13
Minutes		3	10	13
Rubbish collection and Recycling	2	8	3	13
Council Tax	2	8		10
Events		1	9	10

Participation or Feedback		3	7	10
Leisure Facilities		5	4	9
Voting	2	1	6	9
Acceptable	4	4		8
Transport timetables	2	2	3	7
Meeting dates and Agenda			5	5
Clubs and Societies			4	4
Councillor Information		2	2	4
Businesses			3	3
Links to National and Local Sites	1	2		3
Website Navigation	1	2		3
Policing	1	1	1	3
Schools		1	1	2
Grand Total	54	92	121	267

Regional Assemblies

Feedback on this level was mainly – Who are the Regional Assemblies and what do they do – 70% of the Comments were along these lines.

Area “Wanted”	Number of mentions
Lack of Information (OR Regional Assemblies not wanted)	24
Services, Initiatives and Programmes	3
Acceptable	2
Contact details	2
Links to National and Local Sites	2

This data shows that the support for regionalisation is very poor from an e-government perspective. The MORI Poll in late 2004 also showed that public attitudes towards Regional Government were very unsupportive.

A great deal/a fair amount 14%
Not very much/nothing at all 83%

The last Labour manifesto also increased some of the complexity in this area by ignoring the Regions, but including the possibility of Parish Councils in London, as well as the establishment of “Neighbourhood Forums” generally. Recent announcements in Northern Ireland plan to reduce the number of councils in the province from their current level of 26 to just seven by 2009.

In view of the recent Audit Commission report where the Chairman, James Strachan, said "It is widely agreed that council services must deliver good value for money, and we are concerned half of all councils are only achieving at or below what we consider to be the minimum acceptable level." It is important that the current mind-sets of service delivery are changed to improve take-up and therefore the cost effectiveness of e-Government Service delivery.

Whilst e-Government service providers are keen to make access to those services as transparent as possible, the truth is that the first time user of these services is very often faced with a confusing level of information and visibility in trying to locate the services they require.

Currently the prime processes of service delivery are based on a top-down model, whereas people are calling for easier access to services, which can only come from a bottom-up based take up of services.

What is needed is a truly bottom up level of service delivery which enables the user to locate all e-Government Services directly at a local level. This service delivery needs to take into account the process of providing the right information of service delivery that is directly relevant to the user and not expecting the user to trawl through a number of layers before reaching the right layer for the local delivery of the service required.

Such a bottom up delivery of services would require the encouragement and funding for every single Parish, Town and Community Council community to be able to access e-Government Services from their own websites at best or to have available a local community directory web-site that they can access at worst.”

Our question would be – How is the lack of clarity at Local Government Policy level regarding the future of Parish, Town and Community Councils, and also towards the regionalisation debate affecting the ability of e-government programmes to deal with these important tiers of Government?

5) How realistic is the Shared Services Agenda?

In Section 39 – 1) The Strategy declares:

Customer Service Centres, such as those for customer contact or payment processes, where there is significant scope for rationalisation through sharing, particularly if central, local and other public sector bodies can team up.

This highlights the “If” in “teaming up” today. A report in The Times the week the strategy was published reported the following:

A problem shared

Two local authorities have come to an agreement over leaf-clearing duties in Newquay. Cornwall County Council will clear up only wet leaves, because they are hazardous. Restormel Borough Council will clear up only dry leaves, because they are litter.

This underlines the size of the problem of “Sharing” across multiple authorities, recognised later in the strategy, where it is accepted that sharing is “Shunned by the silos perceived today”

Section 40 of the report details various approaches to helping with this, but one of them – “The Regional Centres of Excellence” have already been in place for two years. The Audit Commission and the Treasury goals to enabling shared services has no detail behind it. Section 50 – 6 indicates that there will be *actions to identify areas of common purpose and opportunities for specific shared actions* – but again, not detail as to how. This section also includes “devolved administrations” – which begs the questions detailed in section 1 – What is the scope of the strategy ?

Then – In the Section “Beyond 2011 (55 Page 19) the strategy declares:

The culture of government will have changed to one which embraces – rather than shuns – sharing, which will continue to breakdown the silos perceived today.

Another issue that affects the delivery of shared services is that of the flow of necessary funding – especially from Local Authority levels down to Parish and Town Council levels. The common issue is the view that the Local Authorities are looking to shed services with a view to generating cost savings and are reluctant/unable therefore to pass the full funding for the services down to the Parish/Town Council that they are encouraging to take on the delivery of the service involved, a process which is seen as leading to “double taxation”. This also is part of the larger Budgeting and Cost Accounting questions referred to in section 8.

In response to 22.(a) where the Paper states “-learning from the best practice already within the public sector, from other governments and from the private sector.”

Whilst we agree with this approach, there needs to be a culture change where the predominant view is that “in-house” is better than “out-sourced” that arises from the culture of protectionism that runs through all tiers of Government IT delivery from Central

Government down through Regional Government, Local Government at Metropolitan, County, Borough and Unitary level down to the lowest tier of Local Government at Parish, Town and Community level.”

Our question is how the strategy will critically address the question of sharing and motivate the various authorities and departments to work together ?

6) Should e-government services only be directed to “Citizens” or “People”?

The usage of the words “Citizen” and “People” throughout the strategy are 36 and 11 respectively. Dictionary definitions here are interesting - These are taken from the compact English Dictionary

Citizen:

- 1 a legally recognized subject or national of a state or commonwealth.
- 2 an inhabitant of a town or city.

People

- 1 human beings in general or considered collectively.
- 2 (the people) the mass of citizens; the populace.
- 3 (one’s people) one’s relatives, or one’s employees or supporters.
- 4 (pl. peoples) treated as sing. or pl. the members of a particular nation, community, or ethnic group

Our feelings are that the use of "Citizen" in the e-government context is too much of an "Internal", formal and non-inclusive word (and also has the Town and city connotation) Plus – Actually - are e-government services ONLY to be used by those "legally recognised subjects of a country"? In fact in many cases (e.g. Tourism, immigration, inward investment) they won't be!) This also is complicated by the national scope question raised earlier. ; I think "people" is more inclusive and in more general usage amongst "people". By the way - Google searches on People and e-government give 6.7m entries, Citizen and e-government gives 1.9m

7) How e-Government development for first tier councils will enable greater take-up

In August 2005, The Local Channel prepared a comprehensive report entitled "ICT and e-government development for small first Tier Councils in the EU 25" This was submitted to the I2010 Conference⁴ This study was to encourage inclusion of the very first tiers of Local Councils across Europe in e-government programmes. The sheer number of these councils, the relatively modest budgets has meant that in many cases this important layer of democracy has not had the support commensurate with their impact.

Full details of this report may be accessed at www.thelocalchannel.co.uk/i2010

The Local Channel report details the status of First Line Councils across the EU25, be they Parish Councils, Communes, Municipios or Gemeinden. There are over 100,000 of these Councils in Europe, nearly 90% of them serving populations of less than 10,000 people.

The President of the European Commission(José Manuel Barroso) was quoted as saying recently "***However, local and regional communities differ so widely in our 25 Member States. So it is to them that we must look for information and ideas that will bring our proposals closer to ordinary people. This is also how we will restore the public consensus without which European integration is but a dream.***"

This study makes 10 recommendations to both improve the take-up of E-Government services, and promote greater inclusion of EU Citizens in Local, National and European Government. The study is split between a European summary, with conclusions, and individual profiles for all of the EU25 countries, providing a detailed status on these first tier Councils, and E-government programmes addressing the segment, highlighting progress and gaps.

Detailed feedback has been received to date from 14 of the EU Countries: Austria, Czech Republic Denmark, Estonia, Germany, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia, Slovenia, Sweden and in the UK from England, Scotland and Wales.

⁴ See http://www.i2010.org.uk/conference_papers.html

The key recommendations are:

- Segment Municipalities based on the sizes of population they serve – Not forgetting that 95,000 Councils in Europe serve less than 10,000 people.
- Appoint Municipality Associations on to e-government Steering Groups – There are over 1.5m First tier Local Councillors in Europe.
- Increase the percentage of E-Government spend earmarked for this tier
- Review National or International Templates for Tier 1 Councils
- Link to Schools for Infrastructure improvement, maximising the links between small schools and small councils, both hubs of any community.
- Target for Refurbished PC from National governments to be made available to small Local Councils
- Review NUTS 5 /LAU1 -2 Classification to match Administrative units – A technical issue that affects statistical reporting and effective engagement of many smaller councils, especially in the UK, Lithuania and Portugal.
- Collect data at Census time regarding these Councils
- Realise Business Taxation locally
- Establish a variable level of 'e' Standards for Tier 1 Councils – Not forgetting of course minimum standards for Accessibility.

8) Reviewed processes for Government Budgeting and Cost Accounting.

The current strategy includes targets for savings “unlocking around £1.4billion (10%) of the £14bn IT Government expense per annum. The “Cinderella areas of corporate infrastructure account for 50% of this.

It is acknowledged that detailing these figures for the first time) is very positive. But, the whole basis of accounting at Government level is based on monitoring expense against appropriations. What is needed are improved Government accounting systems that need to allocate IT costs to program and service based activities and products (cross departmentally) To capture data on outputs, outcomes and customer satisfaction, to have a common standard of accounting for Customer/citizen and other “soft” benefits (in terms of User satisfaction, reduced time involvement by the Citizen, improved Government employee satisfaction) as well as accurately measuring reduced costs.

In the environment today, using the current method of Budget allocation, Which Government Department (or devolved Administration) will actually voluntarily declare a real saving ? – The implications will be that the Budget for following years will be correspondingly reduced. We believe that the marginal savings of “10%” are actually driven from the Treasury, without any real foundation. In order to accurately forecast savings, there must be an assessment of saving built in to any developments from the start (In the Business Case) In Germany and France the e-Government programmes are trying to standardise on Economic Efficiency Assessment Methodology processes to ensure this (WiBe in Germany) We consider that such an approach needs to be incorporated into the Transformational Government Strategy.

In order to address both the areas of Budgeting and improving shared services, it is considered that there are a certain number of “Common Business Processes” that the Strategy should define that will require different Government departments to utilise. These may include:

Internal Systems such as Accounting and Budgeting, Personnel Management, Travel management, Expenses, Payroll etc.

External System such as

- Forms strategies (Incorporating the “First Form”)
- Land registry
- Geographic Data (Mapping)
- Addresses

There are many others.

9) International co-operation omitted from the strategy

There is an absence in the Strategy addressing the issue of the EU25 Countries.

Brief multi-national mention is made in section 51:

It should also work strategically with the Department of Trade and Industry in their support of research, knowledge transfer and international partnering in relevant business and technology areas.

No other references to the Lisbon Objectives or the EU appear in the strategy.

The recent e-government conference in Manchester agreed that all member states would address the future of e-government with four main “pillars”:

- No citizen left behind
- Efficient and Effective Government
- Delivering high impact services designed around customers needs
- Key enablers for eGovernment

The UK Government are required to detail how their e-government and other strategies will support this roadmap by mid 2006.

With the free flow of Capital and people across the member states, and increasingly a free flow of information, why are there not plans in the Transformational Government strategy to either maximise savings by working trans-nationally together to develop EU wide shared (or at least interlinked) systems for:

- Identification Cards - Biometrics
- Car Registration and Insurance
- Address changes
- Geographic data
- National statistics
- Value added Tax submission
- Customs submissions
- Criminal records

The German Federal programme for e-Government has a stated aim to utilise their experiences of dealing with e-government implementation within their own 16 semi-autonomous “Lander” to contribute to EU wide processes, and learn from their neighbours. ((Martin Schallbruck – CIO - German Federal Ministry of the Interior)

The increased threat of terrorism and organised crime has shown the very real requirement to be able to share information internationally, why not build the facility in to baseline systems and save large amounts of money ?

The United States are developing the concept of “Form 1” whereby all Government processes are interlinked to a standard set of information that a citizen completes once, and is then stored for incorporation into other processes – Such a “Form 1” across the EU would be a powerful (and relatively simple) process to adopt.

The UK is in a leadership role in many areas of e-Government – The Transformational Government strategy (in our opinion) should both reflect this with a willingness to share and help other EU25 countries develop, and also to consider the development of EU wide standard processes and e-government implementations to dramatically reduce costs.

Parish Names and URLs⁵

This report was generated to identify the problems of assigning .gov.uk domain names to the 10,000 Parishes in England and Wales.

It was undertaken by analysing the 10389 Parish Names throughout the UK, based on the Parish tables available from the Office of National Statistics.

In summary, it yielded the following results with regards to the Parish or Town Council Name.

Executive Summary

From our study, we estimate that perhaps up to 50% (5500) of the 10,389 Parish and Town Councils in England and Wales have a website presence. Of these 5500 we estimate that approximately 65% of them have non .gov.uk web addresses.

Looking at all the Parish and Town Councils in England and Wales, using their full Parish name as the .gov.uk domain name is problematic, in that the average length of a Parish name in England and Wales is 10 characters (All spaces ignored) - The maximum length a Parish name in England and Wales is 60 characters – The Parish of “Lands common to the parishes of Broughton Gifford and Melksham Without”

So, in order to use the actual “Properly constituted Parish name – Under the Local Government Act 1972, and the Domain Naming Guidelines for UK Government Websites (September 2004) you could have URLs which would be:

For the longest Parish name (74 to 85 characters)

www.LandscommontotheparishesofBroughtonGiffordandMelkshamWithout-pc.gov.uk

www.LandscommontotheparishesofBroughtonGiffordandMelkshamWithoutparishcouncil.gov.uk

For the average Parish name (25 to 34 characters)

www.12354567890-pc.gov.uk

www.1234567890parishcouncil.gov.uk

Further, whilst 95% of all Parish names in England and Wales are unique, there are many examples of duplicated Parish and Town Council names – 571 in total. In studying these 571, the largest geographical unit where no duplications occur is at Local Authority Level (Some Counties have two Parishes with the same name- Suffolk being an example, with two Denham’s and two Higham’s) So in order to standardise the approach to Domain names traditionally, it could be necessary to incorporate the Local Authority name into the URL.

⁵ See Appendix 5 - Definitions

However, The Average length of Local Authority (Principal Authority) name (Less spaces) is 10 Characters. There are 16 of those Local Authorities with names with 20 or more characters. The longest being Bath and North East Somerset (23 characters)

So this would generate URLs which would be

For Bath and North East Somerset (For the longest Parish name in that Local Authority) (57 to 68 characters)

www.BathandNorthEastSomerset.HintonCharterhouse-pc.gov.uk

www.BathandNorthEastSomerset.HintonCharterhouse-parishcouncil.gov.uk

For the average Parish Council (35 to 47 characters)

www.1234567890.1234567890-pc.gov.uk

www.1234567890.1234567890-parishcouncil.gov.uk

The County of Suffolk have developed an approach on this – See Appendix 3. Whilst a good approach, it has not fully addressed the problems described above (in that it is solely based on Suffolk) and a study of this also reveals other problems regarding compliance to Domain Naming Guidelines for UK Government Websites (September 2004)

But, with only 55 Parishes being duplicated within Counties, it may be that the approach developed in Suffolk may be used nationally, with only minimal adjustment.

For the average Parish Council this would result in URLs similar to those for a Local Authority (35 to 47 characters) User acceptance of these URL lengths (and the requirement for the user to know the county or Local Authority (and their correct spelling) may also be problematic.

Theo cost of individual .gov.uk domain names (at £200 for two years) will also need to be addressed, in the light of the affordability of this across the UK. It is believed that this cost issue has been the main driver to the non .gov.uk being registered by so many Parish Councils. The sub-domain approach utilised by Suffolk may be a good way to deal with this.

Patrick Abrahams
The Local Channel
The Estate Office, Trafalgar Park
Downton, Salisbury, SP5 3QG
Tel: 01722-713320, Fax: 01722-713359
Patrick.abrahams@thelocalchannel.co.uk

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How many Parish and Town Councils .gov Domains registered?

We estimate that approximately 50% of Parish and Town Councils in England and Wales have some form of web presence.

The recommendation for Parish and Town Council use for Domains names is as follows:

Town Councils – unless the full title ‘towncouncil’ is used the following suffix is required with the hyphen ‘-tc’

For example: www.anyrivertowncouncil.gov.uk – Format 1
www.anyriver-tc.gov.uk – Format 2

Parish Councils – unless the full title ‘parishcouncil’ is used the following suffix is required with the hyphen ‘-pc’

For example: www.anyriverparishcouncil.gov.uk – Format 3
www.anyriver-pc.gov.uk – Format 4

The number of Domains registered with the Cabinet Office are as follows: (Updated to the end of December 2004)

Parish Councils (302)

Format	Number	Comment
name.gov.uk	94	Non Standard
parishcouncil.gov.uk	48	Compliant
-pc.gov.uk	160	Compliant
Grand Total	302	

Town Councils (207)

Format	Number	Comment
name.gov.uk	125	Non Standard
-tc.gov.uk	48	Compliant
towncouncil.gov.uk	34	Compliant
Grand Total	207	

Note – Many of the non-standard domain names will have been registered prior to May 2003, when the Guidelines were updated to include the inclusion of –pc,-tc, parishcouncil or towncouncil.

Our estimate of the total number of .gov.uk domains (and other domains) assigned is as detailed below:

Domain Suffix Type	Number
.co.uk	2147
.com	403
.info	134
.net	268
.org or .org.uk	805
.gov.uk Sub Domain	1073
towncouncil.gov.uk or - tc.gov.uk	207
parishcouncil.gov.uk or - pc.gov.uk	302
TOTAL	5339

This is based on sampling in Hampshire, and by analysis via Search Engines. A request has been submitted to the Cabinet office requesting the information regarding .gov.uk domain assignments.

Note – There are some instances of incorrectly assigned –pc.gov.uk domains – See example: www.nelh-pc.gov.uk (The National electronic Library for Health Primary Care directory)

Length of the Parish Name (Less Spaces)

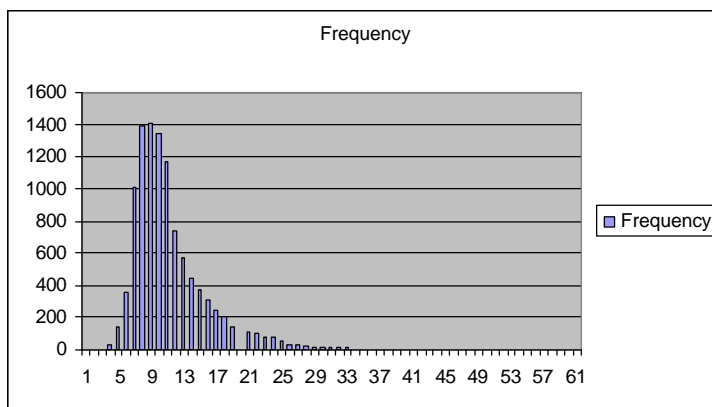
The average length of a Parish Name in the UK is 10 Characters (All spaces ignored)

The Maximum length is 60 Characters

Lands common to the parishes of Broughton Gifford and Melksham Without

Other Long Parish Names included as an appendix:

The distribution is as detailed below:



Distribution as detailed in the table below:

Length of Name	Frequency
Up to 10	6814
11-20	3224
21-30	319
31-40	26
41-50	5
51-60	1
TOTAL	10389

Repeated Parish Names

The number of repeat Parish Names is as follows:

Occurrences	Frequency
1	9818
2	397
3	109
4	32
5	18
6	8
7	3
8	1
9	0
10	1
11	0
12	1
13	1

See examples below of 10 or Greater repeat names:

Sutton – 10 occurrences – with 36 others with “Sutton” in the name

Middleton – 12 occurrences – with 12 others with “Middleton” in the name

Broughton – 13 occurrences – with 17 others with “Broughton” in the name

No repeated name within any one Local Authority

Length of Local Authority Name (Less Spaces)

The Average length of Local Authority (1st Tier Principal Authority) name (Less spaces) is 10 Characters

Those Local Authorities with names with 20 or more characters include these 16

King's Lynn and West Norfolk
Bath and North East Somerset
North West Leicestershire
Kingston upon Hull, City of
Staffordshire Moorlands
Ellesmere Port and Neston
South Northamptonshire
North East Lincolnshire
East Riding of Yorkshire
County of Herefordshire
Windsor and Maidenhead
South Gloucestershire
Newcastle-under-Lyme
Kensington and Chelsea
Hammersmith and Fulham
East Northamptonshire

Duplicated Parishes by County

This table shows the number of Duplicated parishes within the COuntuies:

County	Duplicates	Unique	Total	Percentage Unique
Cambridgeshire	3	262	265	98.9%
Cheshire	11	318	329	96.7%
Cornwall and Isles of Scilly	1	213	214	99.5%
Cumbria	1	283	284	99.6%
Derbyshire	1	271	272	99.6%
Devon	2	423	425	99.5%
Durham	1	190	191	99.5%
Kent	1	314	315	99.7%
Lancashire	1	211	212	99.5%
Lincolnshire	3	589	592	99.5%
Norfolk	1	539	540	99.8%
North Yorkshire	18	743	761	97.6%
Northamptonshire	1	267	268	99.6%
Nottinghamshire	1	232	233	99.6%
Oxfordshire	4	317	321	98.8%
Suffolk	2	473	475	99.6%
West Yorkshire	1	74	75	98.7%
Wiltshire	2	274	276	99.3%
18 (out of 44)	55			

Length of County Names (Less Spaces)

The Average length of “Counties” name (Less spaces) is 11 Characters.

Maximum is 24 – Cornwall and Isles of Scilly

You could shorten this to just Cornwall – Reduces to 17

Minimum Kent with 4

County Names- England

Greater London	Hertfordshire
Greater Manchester	Kent
Merseyside	Lancashire
South Yorkshire	Leicestershire
Tyne and Wear	Lincolnshire
West Midlands	Norfolk
West Yorkshire	Northamptonshire
Bedfordshire	Northumberland
Buckinghamshire	North Yorkshire
Cambridgeshire	Nottinghamshire
Cheshire	Oxfordshire
Cornwall and Isles of Scilly	Shropshire
Cumbria	Somerset
Derbyshire	Staffordshire
Devon	Suffolk
Dorset	Surrey
Durham	Warwickshire
East Sussex	West Sussex
Essex	Wiltshire
Gloucestershire	Worcestershire
Hampshire	

Appendix 1 – Long Parish Names

Parish Name	Local Authority
Abbes Beauchamp and Berners Roding	Epping Forest
All Saints and St. Nicholas, South Elmham	Waveney
Allerton Mauleverer with Hopperton	Harrogate
Appleton-le-Street with Easthorpe	Ryedale
Area not comprised in any Parish-Lundy Island	Torridge
Aubourn Haddington and South Hykeham	North Kesteven
Beck Row, Holywell Row and Kenny Hill	Forest Heath
Blackmore, Hook End and Wyatts Green	Brentwood
Blymhill and Weston-under-Lizard	South Staffordshire
Brackenborough with Little Grimsby	East Lindsey
Bradfield Combust with Stanningfield	St.Edmundsbury
Brant Broughton and Stragglethorpe	North Kesteven
Castle Bolton with East and West Bolton	Richmondshire
Creeting St. Peter or West Creeting	Mid Suffolk
Gilling with Hartforth and Sedbury	Richmondshire
Greenstead Green and Halstead Rural	Braintree
Horsham St. Faith and Newton St. Faith	Broadland
Horwood, Lovacott and Newton Tracey	North Devon
Land cmn to Hamsterley, Lynesack and Softley an S.Be	Teesdale
Lands Common to Axminster and Kilminster C.P.s	East Devon
Lands Common To Brancepeth and Brandon and Byshottles	Durham
Lands common to Bridestowe and Sourton CP's	West Devon
Lands common to Fylingdales and Hawsker-cum-Stainsacre	Scarborough
Lands common to Holme Abbey, Holme Low and Holme St Cuthbert	Allerdale
Lands common to the parishes of Broughton Gifford and Melksham Without	West Wiltshire
Lapley, Stretton and Wheaton Aston	South Staffordshire
Lillingstone Dayrell with Luffield Abbey	Aylesbury Vale
Lindrick with Studley Royal and Fountains	Harrogate
Londonthorpe and Harrowby Without	South Kesteven
Macclesfield Forest and Wildboardclough	Macclesfield
North Leverton with Habbleshorpe	Bassetlaw
Somerleyton, Ashby and Herringfleet	Waveney
St. Cosmus and St. Damian in the Blean	Canterbury
St. Mary, South Elmham otherwise Homersfield	Waveney
Stone with Bishopstone and Hartwell	Aylesbury Vale
Temple Bruer with Temple High Grange	North Kesteven
Thirkleby High and Low with Osgodby	Hambleton
Widdrington Station and Stobswood	Castle Morpeth
Wolsingham Park Moor cmn to Stanhope, Tow Law and	Wear Valley
Wrestlingworth and Cockayne Hatley	Mid Bedfordshire

Appendix 2 – Multiple Parish Names (For Parishes with more than 4 Occurrences)

Parish Name	Frequency
Ashley	5
Barton	5
Bradley	5
Brampton	5
Denton	5
Drayton	5
Easton	5
Elton	5
Farnham	5
Hatton	5
Holme	5
Moulton	5
Newnham	5
Newton	5
Preston	5
Stapleford	5
Stockton	5
Stretton	5
Buckland	6
Carlton	6
Hilton	6
Horton	6
Walton	6
Whitchurch	6
Whittington	6
Wootton	6
Leigh	7
Upton	7
Weston	7
Norton	8
Broughton	10
Middleton	12
Sutton	13

Appendix 3 – Suffolk Council Parish and Town Council Naming convention

Suffolk County Council have developed an approach to Suffolk Parish and Town Council Naming conventions as detailed below: The principle points of the Offer are:

- The pages can be hosted (free) with a virtual host name of www.your-organisation.suffolk.gov.uk.
- If you already own your domain name, or would like us to register a different one for you we can set up a "virtual server" and manage the domain administration for a small charge. You will be given space on our server for your site, up to a reasonable limit.
- Host, design and maintain your site at a competitive price.
- Maintaining your site is easy and secure with our File Manager, direct from your web browser. There's no need to use FTP.
- Easily customized CGI and JavaScript programs for use on your site.
- E-mail forwarding. You can maintain a limited list of e-mail addresses at your site, e.g. webmaster@your-organisation.suffolk.gov.uk which will be forwarded to any address you specify, for free.
- Automatic inclusion into our county-wide search engine.

Qualifying Organisations

The basic qualification for free web space on our servers is that your organisation must be part of the local government structure in Suffolk and administratively below district or borough level. This definition includes parish, and town councils. Other public or voluntary sector organisations such as hospitals, registered charities, public sector or grant maintained schools, pressure groups and party political bodies are not eligible. Private individuals and wholly or partially commercial companies are also ineligible. Administration of your Site

Once your web space has been allocated to you the day-to-day administration of your web space is your organisation's (or agent's) responsibility except in instances where special arrangements have been negotiated with Suffolk County Council.

Application

Application for free web space should be made through the Chair of the council, who will be required to agree to the full terms and conditions of this offer (available on request).

Applying

Please ensure that you understand the offer before completing your application and ensure you have read the Acceptable Use Policy (available on request). If you wish to take up this offer, send us a request on some sort of official stationery (e.g. a letter-head) together with contact information and preferably an e-mail address. Please note - By submitting an application you are deemed to have accepted the conditions.

Contact: internet@isis.suffolkcc.gov.uk.

Summary analysis of Suffolk Approach

There are 479 Parishes in Suffolk – The “Skylight Naming” has assigned and listed 48 of these. (the two Parishes with duplicate names are not included on this list) See Appendix 3 for more details on Suffolk.

There are some inconsistencies in that .gov.uk names have been assigned to Parishes not included in the Office of National Statistics database of Parish Councils (Although this itself may be out of date)

These additions include a New Parish of “Counter”, and two others which may be combinations of Parishes (Whether these combinations are official or not has yet to be determined) These are “Rickinghall” and Stoke Ash and Thwaite”

However, one assignment which is non compliant is the .gov.u.k address assigned to the Benefice of “Little Saxham” (This is a grouping of five Civil Parishes that together form the Benefice - Risby, Barrow, Denham, Great and Little Saxham)

An analysis of the 48 Parishes that have assigned .gov.uk domain names reveals some non-compliance with web guidelines in that some 12% of them return a 404 or 403 error.

REACHABLE			
Error 403	Error 404	OK	Under Construction
5	1	38	4
10.4%	2.1%	79.2%	8.3%

Appendix 4a –Town .gov.uk Domain Names

Town Councils

chard.gov.uk	huntingdowntowncouncil.gov.uk	sevenoakstown.gov.uk
chesham.gov.uk	ilminster.gov.uk	sherborne-tc.gov.uk
chickerell-tc.gov.uk	ivybridge.gov.uk	shildon.gov.uk
chiltondurham-tc.gov.uk	keighley.gov.uk	sidmouth.gov.uk
cirencester.gov.uk	kidwelly.gov.uk	silloth-on-solway.gov.uk
claycross.gov.uk	kingsbridge.gov.uk	skegness.gov.uk
clevedon.gov.uk	kirbymoorsidetowncouncil.gov.uk	sleaford.gov.uk
cookstown.gov.uk	leek-tc	sodburytowncouncil.gov.uk
corsham.gov.uk	lewes-tc.gov.uk	soham-tc.gov.uk
cotgrave-tc.gov.uk	liskeard.gov.uk	southamcouncil-warks.gov.uk
cowbridge-tc.gov.uk	llandeilo.gov.uk	southwell-tc.gov.uk
crediton.gov.uk	llandudno.gov.uk	southwoodhamferrerstc.gov.uk
cricklade-tc.gov.uk	llanelitowncouncil.gov.uk	spennymoortowncouncil.gov.uk
cyngortrefybarri.gov.uk	loughton-tc.gov.uk	stalbridgetowncouncil.gov.uk
darleydale.gov.uk	ludlow.gov.uk	stamfordtowncouncil.gov.uk
daventrytowncouncil.gov.uk	lymeregis-tc.gov.uk	stivestowncouncil.gov.uk
dawlish.gov.uk	maghull.gov.uk	stonystatford.gov.uk
deal.gov.uk	maghull-tc.gov.uk	stourbridge-tc.gov.uk
devizes-tc.gov.uk	malmesbury.gov.uk	stratforduponavontowncouncil.gov.uk
didcot.gov.uk	malverntc.gov.uk	uk
diss.gov.uk	malverntowncouncil.gov.uk	stroutdown.gov.uk
dorchester-tc.gov.uk	matlock.gov.uk	swanage.gov.uk
droitwichspa.gov.uk	middlewich-tc.gov.uk	swanleytowncouncil.gov.uk
dronfield.gov.uk	monmouth.gov.uk	tacfig.gov.uk
dudleycentral.gov.uk	morley.gov.uk	tavistock.gov.uk
dudleycentral-tc.gov.uk	naileseatowncouncil.gov.uk	teignmouth-devon.gov.uk
dudleynorth.gov.uk	neathtowncouncil.gov.uk	tetbury.gov.uk
dudleynorth-tc.gov.uk	newark.gov.uk	thametowncouncil.gov.uk
dunstable.gov.uk	newbury.gov.uk	thametowncouncil.gov.uk
eastgrinstead.gov.uk	newmarket.gov.uk	thatchamtowncouncil.gov.uk
edenbridgetowncouncil.gov.uk	newtonabbot-tc.gov.uk	thetfordtowncouncil.gov.uk
eppingtowncouncil.gov.uk	newtownabbey.gov.uk	thorne-mooreends.gov.uk
exmouth.gov.uk	northleach.gov.uk	totnestowncouncil.gov.uk
exmouthtowncouncil.gov.uk	nortonradstock-tc.gov.uk	towcester-tc.gov.uk
farnham.gov.uk	okehampton.gov.uk	tring.gov.uk
felixstowe.gov.uk	ollerton-tc.gov.uk	uckfieldtc.gov.uk
ferryhill.gov.uk	oswestry-tc.gov.uk	verwood.gov.uk
filey.gov.uk	otleytowncouncil.gov.uk	wellington-shropshire.gov.uk
filey-tc.gov.uk	oundle.gov.uk	wellingtonsom.gov.uk
flitwick.gov.uk	penarth-tc.gov.uk	welltown.gov.uk
frintonandwalthontc.gov.uk	penworthamtowncouncil.gov.uk	wem.gov.uk
glastonbury.gov.uk	persnore-tc.gov.uk	weston-super-maretowncouncil.gov.uk
godalming-tc.gov.uk	peterlee.gov.uk	whitbytowncouncil.gov.uk
great-aycliffe.gov.uk	petersfield-tc.gov.uk	whittlesey.gov.uk
halesowen-tc.gov.uk	pickering.gov.uk	whitworth.gov.uk
halewoodtowncouncil.gov.uk	pocklington.gov.uk	wimborne.gov.uk
hatfield-herts.gov.uk	portishead.gov.uk	winsford.gov.uk
hebdenroyd.gov.uk	rhytowncouncil.gov.uk	wirksworth.gov.uk
hedon.gov.uk	ripley-derbyshire.gov.uk	witham.gov.uk
henleytowncouncil.gov.uk	rosstc-herefordshire.gov.uk	witney-tc.gov.uk
hertford.gov.uk	rushdentowncouncil.gov.uk	wivenhoe.gov.uk
hessletowncouncil.gov.uk	saffronwalden.gov.uk	woodbridge-suffolk.gov.uk
holywell-town.gov.uk	saffronwaldentc.gov.uk	woodley.gov.uk
honiton.gov.uk	saltash.gov.uk	woodley-tc.gov.uk
horncastle-tc.gov.uk	sandbach.gov.uk	woottonbassett.gov.uk
hornsea.gov.uk	sandhurst.gov.uk	yeovil.gov.uk
horwich.gov.uk	sandytowncouncil.gov.uk	
huntingdontc.gov.uk	seaham.gov.uk	
huntingdowntown.gov.uk	seaton.gov.uk	

Appendix 4b – Parish .gov.uk Domain Names

Parish Councils

abinger-pc.gov.uk
 alconburyparishcouncil.gov.uk
 aldenham.gov.uk
 aldercarandlangleymillparishcouncil.gov.uk
 allhallows-pc.gov.uk
 alvechurch.gov.uk
 angmeringparishcouncil.gov.uk
 anston.gov.uk
 apuldram-wsx-pc.gov.uk
 arnside.gov.uk
 asfordby.gov.uk
 ashover-pc.gov.uk
 ashpcssurrey.gov.uk
 ashurstandcolbury-pc.gov.uk
 ashwell.gov.uk
 aston-cum-aughton-pc.gov.uk
 barsted-pc.gov.uk
 Bearsted Parish Council
 bearstedparishcouncil.gov.uk
 beckley-and-stowood.gov.uk
 bepton-pc.gov.uk
 bepton-wsx-pc.gov.uk
 betchworth-pc.gov.uk
 bickleigh.gov.uk
 biddenden.gov.uk
 bidfordonavon-pc.gov.uk
 bignor-wsx-pc.gov.uk
 billingeeparishcouncil.gov.uk
 billingshurst.gov.uk
 binfield.gov.uk
 Bishops Cannings Parish Council
 bishopscannings-pc.gov.uk
 bisley-with-lypiatt.gov.uk
 bleadonparishcouncil.gov.uk
 blo-norton-pc.gov.uk
 boldre-pc.gov.uk
 boroughgreen.gov.uk
 bosham-wsx-pc.gov.uk
 boxgrove-pc.gov.uk
 boxgrove-wsx-pc.gov.uk
 bradwell-pc.gov.uk
 brampton-cambs-pc.gov.uk
 bransgore-parish.gov.uk
 brauntonparishcouncil.gov.uk
 brayparish.gov.uk
 brayparishcouncil.gov.uk
 brickhillparishcouncil.gov.uk
 brockham-pc.gov.uk
 broughton-astley.gov.uk
 brymptonparishcouncil.gov.uk
 buckhursthillpc.gov.uk
 buckland-surrey-pc.gov.uk
 burghfieldparishcouncil.gov.uk
 burleyparishcouncil.gov.uk
 burnhamparish.gov.uk
 burrator.gov.uk
 bury-wsx-pc.gov.uk
 caldecote.gov.uk
 cambourneparishcouncil.tov.uk
 campbell-park.gov.uk
 capel-pc.gov.uk
 castbrom.gov.uk
 castlebromwichpc.gov.uk
 catcliffeparishcouncil.gov.uk
 chaldon.gov.uk
 chalfontstpete-pc.gov.uk
 chalford-glos.gov.uk
 chapel-en-le-frithparishcouncil.gov.uk
 charwood-pc.gov.uk
 cheshambois-parishcouncil.gov.uk
 chickerell-pc.gov.uk
 chiddingly.gov.uk
 chidham-wsx-pc.gov.uk
 chiltonparish.gov.uk
 chineham.gov.uk
 chinleyandbuxworth-pc.gov.uk
 chippendhamwithoutparishcouncil.gov.uk
 chivelstoneparishcouncil.gov.uk
 clenchwarton-pc.gov.uk
 clentparishcouncil.gov.uk
 cobham-kent-pc.gov.uk
 cocking-wsx-pc.gov.uk
 coggeshall-pc.gov.uk
 colehill.gov.uk
 comeytrove.gov.uk
 compton-wsx-pc.gov.uk
 corbridge.gov.uk
 coxgreen.gov.uk
 cuckfield.gov.uk
 cuckfieldrural-pc.gov.uk
 damerham-pc.gov.uk
 danbury-essex.gov.uk
 dersingham.gov.uk
 dittonparishcouncil
 dormansland.gov.uk
 dorset-aptc.gov.uk
 dorset-atpc.gov.uk
 dunton-pc.gov.uk
 dunton-wsx-pc.gov.uk
 earlsbarton.gov.uk
 earnley-pc.gov.uk
 earnley-wsx-pc.gov.uk
 eartham-wsx-pc.gov.uk
 easingwold.gov.uk
 eastlavington-wsx-pc.gov.uk
 east-leake.gov.uk
 eastpeckham-pc.gov.uk
 eastwittering-wsx-pc.gov.uk
 ebernoe-pc.gov.uk
 ebernoe-wsx-pc.gov.uk
 edlesborough.gov.uk
 ellesboroughpc.gov.uk
 ellinghamgroupparishcouncil.gov.uk
 ellisfield.gov.uk
 ellisfieldpc.gov.uk
 ellisfield-pc.gov.uk
 elloughton-cum-brough.gov.uk
 elsdonparishcouncil.gov.uk
 elsted-wsx-pc.gov.uk
 eshparishcouncil.gov.uk
 felphampc.gov.uk
 fernhurst-wsx-pc.gov.uk
 finchampstead-pc.gov.uk
 findon-sussex-parish-council.gov.uk
 fishbourne-wsx-pc.gov.uk
 fittleworth-wsx-pc.gov.uk
 forestrowparishcouncil.gov.uk
 frindsburyextra-pc.gov.uk
 gerrardscross.gov.uk
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 greatwaking-pc.gov.uk
 greenham.gov.uk
 guildenmorden.gov.uk
 gunton-pc.gov.uk
 halling-pc.gov.uk
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 horsmonden-pc.gov.uk
 hucclecote-pc.gov.uk
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 hurstpierpoint.gov.uk
 huttonparishcouncil.gov.uk
 hyde-pc.gov.uk
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 iverparishcouncil.gov.uk
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 kingsnorthparishcouncil.gov.uk
 kingsteignton.gov.uk
 kingston-lewes-pc.gov.uk

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 stratfield-mortimer.gov.uk
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 westleigh-devon.gov.uk
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 westwittering-wsx-pc.gov.uk
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 wilsdenparishcouncil.gov.uk
 wimblingtonandstonea-pc.gov.uk
 windleshampc.gov.uk
 winnerssh.gov.uk
 winsley-wilts.gov.uk
 wisborogreen-wsx-pc.gov.uk
 wooburnparish.gov.uk
 woodchurch-pc.gov.uk
 woottonstlawrence-pc.gov.uk
 wotton-pc.gov.uk
 wrotham-kent.gov.uk
 wroughton.gov.uk
 yaptonpc.gov.uk

Appendix 5 - Definitions

Courtesy of www.webopedia.com

URL

Abbreviation of Uniform Resource Locator, the global address of documents and other resources on the World Wide Web.

The first part of the address indicates what protocol to use, and the second part specifies the IP address or the domain name where the resource is located.

For example, the two URLs below point to two different files at the domain pcwebopedia.com. The first specifies an executable file that should be fetched using the FTP protocol: the second specifies a Web page that should be fetched using the HTTP protocol:

- ftp://www.pcwebopedia.com/stuff.exe
- http://www.pcwebopedia.com/index.html

Domain Name

A name that identifies one or more IP addresses. For example, the domain name microsoft.com represents about a dozen IP addresses. Domain names are used in URLs to identify particular Web pages.

For example, in the URL http://www.pcwebopedia.com/index.html, the domain name is pcwebopedia.com.

Every domain name has a suffix that indicates which top level domain (TLD) it belongs to. There are only a limited number of such domains. For example:

- gov - Government agencies
- edu - Educational institutions
- org - Organizations (nonprofit)
- mil - Military
- com - commercial business
- net - Network organizations
- ca - Canada
- th - Thailand

Because the Internet is based on IP addresses, not domain names, every Web server requires a Domain Name System (DNS) server to translate domain names into IP addresses.

IP Address

Is an identifier for a computer or device on a TCP/IP network. Networks using the TCP/IP protocol route messages based on the IP address of the destination. The format of an IP address is a 32-bit numeric address written as four numbers separated by periods. Each number can be zero to 255. For example, 1.160.10.240 could be an IP address.

Within an isolated network, you can assign IP addresses at random as long as each one is unique. However, connecting a private network to the Internet requires using registered IP addresses (called Internet addresses) to avoid duplicates.

The four numbers in an IP address are used in different ways to identify a particular network and a host on that network. Four regional Internet registries -- ARIN, RIPE NCC, LACNIC and APNIC -- assign Internet addresses from the following three classes.

- Class A - supports 16 million hosts on each of 126 networks
- Class B - supports 65,000 hosts on each of 16,000 networks
- Class C - supports 254 hosts on each of 2 million networks

The number of unassigned Internet addresses is running out, so a new classless scheme called CIDR is gradually replacing the system based on classes A, B, and C and is tied to adoption of IPv6

404 ERROR - Error returned by a browser when it is unable to connect to a remote address. Essentially, it means that the file specified in the URL does not exist. If you clicked a link on a website and saw this error, it could be that the person who created the page mis-typed the address of the file, or that they deleted the file from their site, but left the link unaltered

403 – Forbidden Error

The 403 - Forbidden code occurs most often when trying to access a directory which has no index page. If, for example, you visit the address <http://www.mydomain.co.uk/files/>, you have specified which directory you want (/files), but not a specific filename. The webserver will look in the /files directory of that site for a default page to display.