

# REPORT TO ENGAGEMENT P.D.G.

**REPORT OF:** Daren Turner - Strategic Director - Corporate Focus

**REPORT NO:** HOF214

**DATE:** 30 November 2012

<b>TITLE:</b>	<b>Members ICT</b>	
<b>KEY DECISION OR POLICY FRAMEWORK PROPOSAL:</b>	None	
<b>PORTFOLIO HOLDER: NAME AND DESIGNATION:</b>	Cllr Paul Carpenter Deputy Leader Portfolio: Communications and Corporate Governance	
<b>CONTACT OFFICER:</b>	Daren Turner Strategic Director	
<b>INITIAL IMPACT ANALYSIS:</b>  <b>Equality and Diversity</b>	This is an update report and any impact assessment is not required at this stage.	:
<b>FREEDOM OF INFORMATION ACT:</b>	This report is publicly available via the Your Council and Democracy link on the Council's website: <a href="http://www.southkesteven.gov.uk">www.southkesteven.gov.uk</a>	
<b>BACKGROUND PAPERS</b>	ICT Strategy	

## **1. RECOMMENDATIONS**

This report is for update only.

## **2. PURPOSE OF THE REPORT**

This report informs members about the ongoing work to review and potentially update the ICT provision for members. It covers the options looked at following the survey carried out in October 2011 and the potential impact of a more electronic service and information delivery.

## **3. DETAILS OF REPORT**

All members of the Council are offered the use of a laptop to access the Council's network. This provides secure access to collect emails but also allows members to view the intranet and the Council's administration system.

As a consequence of an impending need to update current ICT provision for members, officers embarked on an information gathering exercise which saw a review of cabinet requirements, survey of all members and an assessment of neighbouring authorities provision.

### ***Results***

#### ***1.1 Survey***

In October 2011 a survey of members was carried out to establish ongoing needs of members and what, if any, new ICT solutions would be provided. Members will be aware currently the Council provides a laptop, printer, wireless access where required and contribution to broadband connection. It is estimated that this has an average value of £600, which does not include the cost of supporting the equipment or the ongoing costs of broadband.

58 surveys were sent to members by email and hardcopy; 27 were received back. The results are published in Appendix A.

The findings did not lead us to believe that members were dissatisfied with their current provision. However they told us :

- That email was important (22 responses)
- That speed of access was important (12 members)
- That the majority of responders had their own PC, but many did not want to use these for Council business

#### ***1.2 Lincolnshire Context***

Within Lincolnshire the emerging 5 way partnership is considering solutions for members. There is currently a wide range of solutions being offered, from not providing any ICT equipment, to providing a sum to members to purchase

their own equipment and not have any Council ICT support and, at the other extreme, the county providing a full laptop and an enhanced support service from Mouchel.

## **2. Initiatives**

Given the information from the survey and what we learned from other local authorities and emerging technologies, we have looked at a number of potential solutions.

### **2.1 iPads**

As an initial trial we have supplied an iPad to the leader and deputy leader. This device has secure access to emails and also allows for the viewing and annotating of documents and reports.

This has been a successful trial and has shown that these devices are easy to use, have lower support costs and, with a growing set of corporate applications, can be a meaningful solution for member access. This is especially relevant for access to emails.

These devices are now permanently provided for the leader and deputy and we have looked to expand this to other cabinet members.

### **2.2 Other options**

A range of other options have been discussed. These are detailed at Appendix B for members.

## **3. Support**

### **3.1 Helpdesk**

Earlier in the summer new helpdesk arrangements for members were introduced. This included a new specific number for members and a dedicated voicemail facility. All calls were logged using our helpdesk software.

This has largely been successful although some members still prefer to visit the office.

We have monitored the helpdesk calls that we have had over the period week ending 28 September 2012 to week ending 9 November 2012 and this is shown in the table below :

<b>Week Ending</b>	<b>Boston Helpdesk</b>	<b>SKDC Helpdesk</b>	<b>Total Calls Raised</b>
28/9/2012	2	5	7
5/10/2012	0	2	2
12/10/2012	0	1	1
19/10/2012	0	4	4
26/10/2012	0	6	6
2/11/2012	1	1	2
9/11/2012	0	7	7

This is a total of 29 over 7 weeks which is an average of 4 calls per week.

Whilst the new service has been successful members are still choosing to call the Grantham office number and on some occasions 'dropping' into the ICT office.

### **3.2 Remote Support/Wireless**

We are looking at software to allow us to manage laptops that are remote to the office so that we can provide a better support and solve problems without laptops coming to the office. Linked to this we have provided some members with a wireless solution that enables the laptop to be on the corporate network without any further username/passwords.

## **4. The Future**

Within Lincolnshire the 5 way district partnership of South Kesteven , North Kesteven, Boston, City of Lincoln and West Lindsey have started a project to consider the solutions that could be offered to members across the County in a uniform way.

We are also looking at streamlining working practices which may see more use of electronic mail etc.

Over the next 18 months there will be some significant developments externally in ICT and also locally within the Council.

Ongoing efficiency will continue to be important and this will mean that we need to consider how to reduce the costs of supporting Members, but at the same time providing a solution that allows Members to undertake their Council business effectively.

## **5. Summary**

We continue to monitor the progress of the 5 way partnership approach and to review how other authorities provide IT and support for their members.

We will also review all emerging technologies in order to understand how any of these can improve the member offer.

Given the current position in the Council administration cycle, the lack of real urgency to change and linking in the cost of replacing 58 laptops we will continue to build towards a change in ICT offer prior to the next district elections.

## **4. OTHER OPTIONS CONSIDERED**

N/A

## **5. RESOURCE IMPLICATIONS**

Resource implications are not currently identified and will be considered as part of a change in ICT.

## **6. RISK AND MITIGATION**

This is an update report and does not identify any new risks. These will be considered as part of any change in ICT.

## **7. ISSUES ARISING FROM IMPACT ANALYSIS**

N/A

## **8. CRIME AND DISORDER IMPLICATIONS**

N/A

## **9. COMMENTS OF FINANCIAL SERVICES**

Financial implications are not currently identified and will be considered as part of a change in ICT

## **10. COMMENTS OF LEGAL AND DEMOCRATIC SERVICES**

This is an update report for members on the provision of ICT and any relevant legal issues will be considered as part of any changes to the ICT provision.

Support for members should continue to be provided to the best provision available.

## 11. COMMENTS OF OTHER RELEVANT SERVICES

N/A

## 12. APPENDICES:

### Appendix 1 – Responses to Questionnaire

#### *What do you find most useful about the current solution?*

Excellent advice available from the IT Department.
Exclusive to SK related activities
Keeps personal and council affairs separate.
Up to date - Easy to use
Emails and quick communication
Easy access to all areas including google.
Ability to access information and communicate with Officers and others
Simplicity, speedy responses and excellent help available when I get it wrong or request how to do different processes. I feel my requirements are currently well met as a user of merely basic IT processes.
Having a laptop easy to keep in touch.
The flexibility of using both Apollo on my own laptop which is faster than the council laptop and the added security of the council laptop which allows access to more sensitive sites and more space for downloading large documents for future reference.
Emails diverted to I phone –
I now receive emails in my office so I shall finally know what is going on.
Portable enables problems in use to be resolved within IT Help desk –
Easy access to SKDC data, reports, etc
Its works 90% of the time for me.
Well its good to have a separate council laptop – that's about all!
All the council emails are not mixed up with private ones
Picking up emails - everything else is very slow.
Home usage is very convenient
Being able to use laptop in any location
Emails

***What would you like to use your computer for?***

Emails. Central Government
Most functions
Emails- SKDC - Moderngov
Emails - Modern Gov, Information.
Emails, Reading council doc, Office
As suggested - I am not over IT literate.
Emails - storing docs, internet
To assist me in my duties.
Emails - Modern Gov - Internet
Emails - Internet - Modern Gov
Emails, doc
Emails and for exploring intranet sites.
emails - modern gov
Emails only
Email - modern gov - words
Email
Emails, Modern gov
Emails and my diary are more important
E mail mainly, also modern gov. , internet and intranet ( if it could be a bit more up to date)
Present arrangement satisfactory
Emails, fast remote internet access
Many emails, research
emails, modern gov, facebook
Emails, SKDC, Google, Diary
Emails, Agendas
Filing info
Research. Modern Gov Emails Etc

***What are the most important things you want from your IT provision?***

Idiot proof but with help available if required.
Speed of equipment , efficient access (currently drops out frequently)
Speed, Wifi remote access easy to view. Perhaps lighter to carry.

Speed of equipment, ease to use, Lightweight, efficient + safe
As suggested
As stated
Speed at times can be rather slow.
Speed of opening up computer (presently several minutes)
Speed in Vital - I get impatient if otherwise.
Easy to view, portable. But i do not find Microsoft user friendly like Gmail
I can get speed from own equipment, cllr laptop provides security. Email easy to view and layout of calendar good.
A portable laptop that is reasonably fast in booting up and with minimum downtime.
Simplicity currently difficulty in distinguishing between different links/access to downloads
Speed - easy to use on a daily basis
Easy to view, speed of equipment, remote access.
Remote access is vital
Easy to log on ( present card system is primeval and a pain), quick to boot up, portability of laptop ( notebook would be much better) and good battery life. USB input - disk drive not essential.
A fast reliable machine that gives remote access to all services
Speed, easy to view, simple to use
sufficient memory for storage of minutes, email to minimise paper usage
Speed of equipment, support for Cllrs who use their own printers.
Speed of equipment
Not too bother re -remote access
Easy to find, view and understand

***Do you have an existing home pc , if so how keen are you to utilise this?***

I have my own PC but prefer not to use it for council business.
Yes and not at all
Yes - only as a backup
Have home PC and Laptop
Yes - but for personal use.
Yes - at present use both as laptop from SK not available.
Yes, but do not wish to use for council.
No
Yes

No
No
Use own laptop to access emails only.
Would like to use my own pc in preference to council apart from when i am in the building.
Work Computer
Not keen to utilise private PC
Yes- Very
Yes but prefer to use SKDC for work
I use my mini laptop at home. Apollo only shows me some of my inbox.
Yes but I have a desktop but like to keep it separate from council business
Yea have laptop and Ipad
Yes but id rather keep things separate
I have a desktop pc - prefer not to use it for council
Do have personal laptop that is used 50% of time
Not keen to use existing laptop
No
Use home pc 99% of the time. Have emails directed
Yes but its slow down and holds lots of info

***What are the areas you think IT can make your role as a member more effective?***

Anything new and training
Ability to use Laptop at meetings inc commitee and full council.
Wireless printing from laptop in members lounge. Internet access
Quicker access (start up)
Reduce the firewalls to speed up the process. Bar access to important areas such as finance to facilitate this.
Preventing adverts and too many unnecessary emails which have to be read before deleting.
I can't think how it can be improved. My e-mail address is obviously being accessed by my electorate as an increasing number contact me this way, which is preferable.
Change to Gmail - or more training.
As my ward is quite some distance from Grantham, it allows for easy communication.
Map info readily available, Budget book to be online in excel, easy access to dragon

dictate to all.
Clearer training at the outset into different format or links to attachments or downloads.
Quicker and easier computer
Whilst I serve on two committees, having easy access to other committee minutes broaden my knowledge of SKDC
Keeping the system up and running at weekends
Better ability to search full phone numbers of named staff. Better ability to search departments and functions when you don't have a name ( Jo Toomey has started this list but its not on line)
The connection to microsoft exchange keeps dropping out and reinstating
By providing a fast reliable remote access. Providing software like mail manager allowing us to file emails
Quick communication - simple to work through website when doing research
More detailed personal profiles on SKDC website
Maybe specific courses tailor made to individual needs.
Still getting to grips with it
Be available if problems occur.
I need some training. I was unable to get to the previous and understand my name is on th list

***How important is the mobility of the equipment to you?***

It remains on my desk in my study.
Very
Not important now
See Above - very important.
Very - current not portable - too heavy.
Needs to be very light to carry - not happy about travelling with it in the car.
Not particularly
Very important especially as my e mails are connect to BB.
Very
By no means a priority, but I those who do utilise mobile devices to great effect I sometimes think allow IT to dominate their lives. Sad!!!
Very important as it cuts down restrictions of use.
Laptop is ideal. Mobile device can be difficult to use.
Vital but I have soted that out with my I Phone

Not at all
Very Important
I have no need to change to another device.
Very
Very important – present laptop is heavy and not very mobile – a notebook would be better but must have good battery life
I have an ipad - may be an advantage to have the council emails on it - but imagine there is security issues.
Very- it is essential
Not very - I do not usually carry it round with me
Prefer using SK laptop at home, but mobility is important.
Fairly, its good that equipment is mobile.
Very
Not especially
Very

***Is it important that you can bring your equipment to use at the council?***

No.
Very
No
Yes
Yes - however I currently do not due to equipment is bulky.
It could be but I do not know how. Maybe in meetings
At the moment do not bring my laptop, but new ways of working in the future might change this.
Not really important due to facility above.
Yes
Important and likely to become increasingly so. The difficulty I have had is my lack of expertise not allowing me to navigate quickly enough to keep pace.
Training purposes as a new Cllr I am hoping to use the laptop at Council and Committee.
I have never had to do so in the past but occasion might arise in the future.
No as i leave mine here.
No
For further info and resolution of problems IT or printing or downloading information - YES

No
I have used my laptop during training sessions, but others have had no reason to bring to council.
Leave mine here, in the long run has proved easier.
Its good to have this option but I don't use it much mainly because the present computer is heavy. Would use more if a notebook.
Battery only lasts just over an hour without the leads.
no
No
Important to some members but not all.
Yes
Yes
No
Not Really.

## Appendix B

The table below shows some of the options that have been considered.

Provide a single sum allowance for members to purchase their own IT

Advantages	Disadvantages
Most choice for individual members	Members are used to IT support that would not be possible in this model.
Simple and clear approach	High costs (e.g. £400 per member approximately £24,000)
	Still need to develop a secure method of accessing email, intranet etc across a wide range of IT
	One size fits all

Provide a single sum allowance for members to purchase their own IT from a pre-defined list

Advantages	Disadvantages
Some choice for individual members	High costs (e.g. £400 per member approximately £24,000).
Simple and clear approach	Would need to develop a secure method of accessing email, intranet etc across defined list
IT supporting members if required	One size fits all

Provide all members with their own iPad

Advantages	Disadvantages
Brand new technology for members and step change in delivery	High costs (e.g. £400 per member approximately £24,000).
IT would only manage one method of access	Might be some training issues
	Might need to managed comms carefully
	One size fits all

Provide all members with new laptop/netbook

Advantages	Disadvantages
Improvement in speed in comparison to current offer	High costs (e.g. £400 per member approximately £24,000).
IT would only manage one method of access	Not necessarily a step change in delivery
	One size fits all