

TRAFFORD COUNCIL

Report to: Executive
Date: 27 October 2014
Report for: Decision
Report of: Executive Member for Transformation and Resources

Report Title

Review of ICT Provision for Members

Summary

The report sets out the conclusions and recommendations as a result of a review of the ICT provision for Members by an ICT Task and Finish Group comprising members from all political groups on the Council.

The Council's current ICT provision is based around three options – a desktop, a laptop or a smart phone. The annual spend on ICT provision is in the region of £60,000 to £65,000.

The group considered the existing provision for members and carried out a survey of Members and carried out benchmarking with other Councils. They found that whilst a number of Members are content with the current provision, that there were also a number of problems including

- Difficulties in the ability of Members to access emails and to do work when away from their home office
- Restrictions on access to emails and systems as a result of the Council's compliance with information governance and data security and the Council's requirement to obtain and maintain its PSN accreditation.
- Limitations in the Council's ability to achieve efficiencies through more efficient distribution of papers and information.

The Task and Finish Group recommended that the current ICT provision be changed to a Windows tablet device with keyboard and laptop type capability and a smartphone.

The proposals would require an estimated capital outlay in the region of £81,000. However, the comparative running cost between the current provision and the proposed option would reduce by approximately £31,000 annually. On this basis, the new arrangements would pay back the investment in 2.6 years.

Recommendation(s)

1. That Members be provided with a Windows 8 tablet (with keyboard and laptop type capability) and a smartphone and that the current ICT package options be withdrawn.
2. That the Corporate Director for Transformation and Resources prepare detailed implementation plans to roll out the new provision.

Contact person for access to background papers and further information:

Name: Chris Walker / Peter Forrester
Extension: 2138 / 1815

Background Papers:

None

Implications:

Relationship to Policy Framework/Corporate Priorities	The report is consistent with the Council's aim to deliver low Council Tax and Value for Money
Financial	Initial outlay of £81,000 would be required. This would be met from the capital programme which is to be refreshed in December 2014. Annual savings of £31,000 are anticipated from the changes in technology.
Legal Implications:	There is provision for the safeguarding of data. The devices are covered by strong encryption and information mean they can be remotely wiped if lost or stolen making them useless.
Equality/Diversity Implications	Members will be fully trained on how to use the new ICT equipment.
Sustainability Implications	The recommendations will enable the Council to reduce the amount of paper used when agenda and reports and other papers are delivered electronically.
Resource Implications e.g. Staffing / ICT / Assets	As set out in the report
Risk Management Implications	None
Health & Wellbeing Implications	None
Health and Safety Implications	None

1.0 Background

The Council currently provides Members with a choice of ICT equipment via the ICT service desk and is based on three options

- | | | | |
|-------------------------|--------|---|------------------|
| • Option A – Desktop | Uptake | = | 19% (12 Members) |
| • Option B – Laptop | Uptake | = | 59% (37 Members) |
| • Option C - BlackBerry | Uptake | = | 17% (11 Members) |
| • Part Option | Uptake | = | 5% (3 Members) |

Members receive a package when they are elected and the one-off cost ranges from £375 to £975 and between £300 and £1000 per annum in running costs.

In the previous financial year (2013/14), the Council spent £65,551 on ICT provision.

£38,947	Telephone Rentals + Broadband
£ 1,551	Telephone Calls
£ 9,860	Mobile Telephony
£ 4,261	IT Line Rentals (Private Circuits)
<u>£10,932</u>	IT Purchases (includes printer consumables)
<u>£65,551</u>	

These options have been in place for some years and have some disadvantages; particularly the ability to access information on the move and it is difficult to move to a paperless model for information and agenda distribution given the variance in provision.

In May 2014, a cross party Working Group was established to review the ICT provision for Members. The Group comprised of Councillors Evans, Sharp, Boyes, Cordingley, Andrew Western and Fishwick.

The Group was set up to take account of the specific needs and future requirements of Members at Trafford Council. The implementation of more effective ICT for Members will assist the execution of their duties and help to provide improved community leadership.

The terms of reference of the Group were to

- Consider issues relating to the use of ICT from an Elected Members perspective and provide feedback on ICT facilities so that services can be reviewed and improved. In order to do this, the group will
 - oversee a Member survey of current ICT needs and requirements
 - Consider research on Member ICT provision at other AGMA Authorities
- Consider ICT options that support Members in their duties and which enhance efficiency and reduce costs.

- Communicate the objectives and activities of the Task and Finish Group through its network and to act as a link to reflect views of the main body of Elected Members.
- Assist in the development of training requirements and development needs of Elected Members in relation to ICT.

2.0 Findings from the Group

The broad purpose of the Group was to agree a set of standards relating to the ICT provision for Members.

Members on the Group discussed the current options and commented that they no longer provide efficient and cost effective ICT. A number of Members have experienced difficulties in accessing emails, web links and data as a result of changes to the PSN accreditation and information governance. The background to this is contained in **Appendix A**. The group determined that any future systems should allow Members to access all the information and systems that they need to in an integrated way.

The Group also discussed the need for some kind of printer facility (although the ultimate aim is to reduce paper usage), access to social media, the need for Members to access information “on the move” and systems to support case management for Members.

In coming to these conclusions, the Group carried out research.

(a) Member Survey

A survey of all Members was carried out and 36 Members (57% of all Members) responded. The main conclusions of the Survey were that the majority of Members were generally happy with the equipment currently provided.

However, the survey identified a number of issues including:

- 63.9% (23 responses) thought that the current choice of ICT equipment available enabled them to carry out Council business efficiently and effectively.
- 50% (18 responses) thought that the ICT equipment provided meets their requirements in terms of how they need to work from home and other locations
- 77.8% (28 responses) require access to Trafford emails away from home either at work (36%) or “on the move” (72%)
- 44.4% (16 responses) require access to files on the Trafford network whilst away from home either at work (19.4%) or “on the move” (44.4%)
- 55.5% (20 responses) answered no to needing networking to undertake Council duties

For a full set of questions and Member responses, please see **Appendix B**.

The main conclusions from the survey were that although Members are happy with the current choice of ICT equipment the offer does not provide the ability to be able to make use of the technology “on the move”. The Group agreed that there is a requirement for either smartphones or tablet devices to be supplied but there is no clear preferred option.

(b) Benchmarking

The group also received two briefing notes on ICT provision in other Authorities. The first was a note from the NW Employers and the second was a survey of Democratic Services Managers. These are attached at **Appendix C**.

Generally, Councils were at a similar stage as Trafford and were looking at the provision of ICT for Members. Some had moved to a tablet provision and all but a few were considering the future ICT business needs of Members.

3.0 Future Provision

The cross party Members ICT Working Group made a recommendation to change the current ICT provision.

The key objective of any future ICT provision is to ensure that Members are able to access information at anytime and anywhere. They need to be able to do this in compliance with information governance and PSN requirements. Any solution also needs to be cost effective and support modern ways of working.

From a technology perspective a Windows device will be able to meet the requirements of Members giving the same access as any other corporate device e.g. access to the network drives and Office suite of software. In addition this would also be considered as a managed device with regards to the Council's Public Service Network (PSN) accreditation.

In addition to the Tablet with keyboard and laptop type capability all Members would also be provided with the following

- a smartphone (current offering is a Blackberry Z10) so that Members can access information "on the go"
- A printer/copier (MFD)
- Remote Access Point (RAP) subject to them having their own broadband

This would require changes to the current provision and ways of working. However, the changes would support improved and more efficient working. The costs of the proposal are highlighted below.

4.0 Cost Comparison

(a) Current Costs – (based on 2014/15 figures)

	Package A Desktop		Package B Laptop		Package C Blackberry	
	One Off	Annual	One Off	Annual	One Off	Annual
Desktop PC	£400	£0	£0	£0	£0	£0
Laptop PC	£0	£0	£530	£0	£0	£0
MFD	£60	£0	£60	£0	£60	£0
ADSL	£100	£674	£100	£674	£0	£0
Telephone Line (ex Calls)	£105	£197	£105	£197	£105	£197

DECT Telephone Handset	£60	£0	£60	£0	£60	£0
Mobile Telephone (ex Calls)	£60	£36	£60	£36	£0	£0
Blackberry Device (ex Calls)	£0	£0	£0	£0	£150	£132
VPN	£0	£0	£0	£0	£0	£0
	£785	£907	£915	£907	£375	£329

There have been savings in the current year and therefore the annual cost has been reduced and the current annual running costs based on Member take-up are

Package A	12 Members	£10,884
Package B	37 Members	£33,559
Package C	11 Members	<u>£ 3,619</u>
		£ 48,062

On top of this there are consumable and call spend for fixed and mobiles. This is approximately £13,000 which brings the total approximate cost of the current provision to £61,000 per annum.

(b) Recommended Option and Costs

The one-off and annual running costs would be

Option	Annual Running Costs	
Windows Tablet	63 @ £270 = £17,010	
	One Off	Annual
Windows Tablet Device	£608	£0
Case with keyboard	£80	
Case without keyboard		
MFD (Local Printing)	£60	£0
Smartphone Device (excluding Calls)	£150	£132
3G Data Card	£50	£138
RAP (Remote Access Point for use with Own Broadband)	£300	£0
	Optional Peripherals e.g. £200	
	Docking station	
	External monitor	
	External keyboard/mouse	

The initial set up costs if all 63 members take all new equipment would be in the region of £91,000. However, after allowing for current provision of phones, keyboards, screens etc and Member's potential preferences for reduced provision, the estimated cost would be £81,000.

Whilst there is a significant capital outlay at the start, the comparative running cost between the current provision and the proposed option would reduce by approximately £31,000 annually (excluding consumables). The new arrangements would therefore pay back the investment in 2.6 years.

5.0 Benefits

There are significant benefits of moving to the new provision.

Council Savings on Member Connectivity

Removal of the current ADSL services to all Members (which may incur a disconnection fee) would provide savings on annual rental of £19,600

Smartphones

Mobile call spend would be reduced to almost zero due to recent re-tender on Mobile Telephony with EE (Formerly Orange). Members would advertise and use the Council provided smartphone as their preferred phone communication method.

Digital First

If Members require bulk paper communication with residents, additional savings on printing costs could be achieved by allowing Members access to the Digital First print contract. This would reduce the requirement for replacement printer cartridges on home printers on a frequent basis.

Modern Gov Application

Use of the Modern.Gov application for Members instead of providing paper copies would save approximately £8.5k annually on printing costs (excluding officer time in production and collation or any incurred distribution costs).

Mobility

Use of the Council provided tablet would satisfy Members requirements for access to information on the move. 3 or 4G enablement would mean access to the Councils networks would be available 24/7 subject to a mobile phone signal being available. Devices could also be connected to Wi-Fi hot-spots where available.

Faster Delivery

Standardisation of ICT equipment makes delivery faster. New Members could be set up within 24 hours rather than waiting for form filling and a decision on equipment.

Data Security

Devices are covered by strong encryption should they be lost, stolen or damaged. Smartphones are managed by policies which mean they can be remotely wiped if lost or stolen making them useless.

Intrusiveness

No intrusion in to Members homes would be required to implement additional services.

Support

Standardisation makes ICT easier to support and information on effectiveness can be passed freely between peer groups.

6.0 Other Options

The ICT Task and Finish Group considered a number of options as part of their review including continuing with the current provision, tablets and other ICT solutions. The option set out in the report is the most cost effective solution to meet Members current and future needs.

7.0 Consultation

The ICT Task and Finish Group carried out the review and consulted Members of their Group on the proposals.

8.0 Implementation

The roll out of the new ICT provision will begin at the end of January and will be completed by the end of March. The implementation plan will address issues around the replacement of equipment, training and on-going support.

Reasons for Recommendations

The Executive is asked to approve the proposals to provide ICT that supports their role more effectively and reduces the long-term costs of ICT provision.

Key Decision: No

If Key Decision, has 28-day notice been given? N/A

Finance Officer Clearance (type in initials).....ID

Legal Officer Clearance (type in initials).....HK.....



[CORPORATE] DIRECTOR'S SIGNATURE

To confirm that the Financial and Legal Implications have been considered and the Executive Member has cleared the report.

Appendix A

Information Governance and Data Security

Good Information Governance is vital in ensuring Trafford Council meets its responsibilities under the Data Protection Act 1998, Freedom of Information Act 2000 and associated legislation. These legislations serve to ensure that organisations keep personal data secure, whilst still meeting the expected standards of transparency expected in the public sector.

Information Governance is the set of structures, policies, procedures, processes and controls implemented to manage information, supporting an organisations immediate and future regulatory, legal, risk, environmental and operational requirements.

Information Governance incorporates privacy attributes, protection of Personal, sensitive data but also Corporate sensitive data.

Information Governance is everybody's responsibility. All members, employees, contractors and partners who handle information are in essence the custodians of Trafford's records and with this is the responsibility of protecting our information resources the same way we protect our financial and human resources.

Education and training in information governance practices is being rolled out across the Council to all members, employees, contractors and partners to support them in record keeping and to mitigate against data breaches which could potentially cause embarrassment to residents, reputational damage to the Council, or result in fines being imposed by the Information Commissioners Office.

PSN Accreditation

The Public Services Network (PSN) is a UK Government programme to unify the provision of network infrastructure across the United Kingdom public sector into an interconnected "network of networks" to increase efficiency and reduce overall public expenditure.

However, PSN is much more than a network: It is a genuinely transformational programme that sets out to change how ICT infrastructure and services are specified, procured and operated across the Public Sector. It will deliver an open and competitive ICT marketplace, where connectivity and services can be bought and deployed with the minimum of fuss, and with the best value to government.

Underpinning these cost savings and efficiencies, PSN is also enabling Public Sector organisations to share relevant resources: from data centres and back office systems, to business applications and information, PSN will deliver value well beyond simple ICT budget reduction.

It is an approach that fosters innovation in the same way as the commercial internet has done; offering the opportunity to transform the way public services are delivered to every citizen. It is a level of transformation, enabled by PSN, which could yield efficiency savings and benefits worth billions across government.

Today there are 588 organisations across the Public Sector that are transitioning to PSN connectivity, helping them to reduce costs and enable new, joined-up and shared public services for the benefit of their citizens.

Each organisation - from Central Government Departments, Devolved Administrations and NDPBs to Local Authorities, the Emergency Services and Supplier Organisations - are completing a managed, multi-step process to transition from their existing connection to the modern, high-speed, secure and reliable PSN connectivity.

Trafford Council Transitioned to PSN in 2013 after a 12 month accreditation process that saw the Council implement all the recommendations as set out by Central Government. The recommendations cover a wide range of infrastructure and security requirements for both the internal and external ICT systems. These then need to be verified by external assessors on an annual basis to maintain our accreditation and the ability to share data with partners.

As with all IT solutions we need to keep up to date with new vulnerabilities as they emerge, hence the changing landscape and improved security requirements. Failure to demonstrate our ability to remediate vulnerabilities would require PSN to withdraw our accreditation and disconnect us from our partner organisations. This would have a detrimental effect on the Councils ability to operate efficiently.

Implementation of a standard offering to Members that meets our obligations under PSN, Information Governance and Data Security is the right way forward.

Appendix B - Questions and Answers

<i>The choice of ICT equipment currently available to me enables me to carry out my Council business efficiently and effectively?</i>		
<i>Answer Options</i>	<i>Response Percent</i>	<i>Response Count</i>
<i>Yes</i>	<i>67.6%</i>	<i>23</i>
<i>No</i>	<i>32.4%</i>	<i>11</i>
<i>answered question</i>		<i>34</i>
<i>skipped question</i>		<i>2</i>

<i>The choice of ICT equipment currently available to me enables me to carry out my Council business efficiently and effectively?</i>		
<i>Answer Options</i>	<i>Response Percent</i>	<i>Response Count</i>
<i>Yes</i>	<i>67.6%</i>	<i>23</i>
<i>No</i>	<i>32.4%</i>	<i>11</i>
<i>answered question</i>		<i>34</i>
<i>skipped question</i>		<i>2</i>

<i>How much time per day do you spend working at your computer or using a blackberry device?</i>		
<i>Answer Options</i>	<i>Response Percent</i>	<i>Response Count</i>
<i>1-2 hours</i>	<i>33.3%</i>	<i>11</i>
<i>2-4 hours</i>	<i>24.2%</i>	<i>8</i>
<i>4-6 hours</i>	<i>27.3%</i>	<i>9</i>
<i>6-8 hours</i>	<i>12.1%</i>	<i>4</i>
<i>Over 8 hours</i>	<i>3.0%</i>	<i>1</i>
<i>answered question</i>		<i>33</i>
<i>skipped question</i>		<i>3</i>

<i>When do you undertake this work?</i>		
<i>Answer Options</i>	<i>Response Percent</i>	<i>Response Count</i>
<i>Early Morning (before 9:00am)</i>	<i>53.1%</i>	<i>17</i>
<i>Daytime (between 9:00am-5:00pm)</i>	<i>71.9%</i>	<i>23</i>
<i>Evening (After 5:00pm)</i>	<i>71.9%</i>	<i>23</i>
<i>Late after 11 pm</i>	<i>53.1%</i>	<i>17</i>
<i>answered question</i>		<i>32</i>
<i>skipped question</i>		<i>4</i>

<i>Do you require access to your Trafford emails whilst away from home?</i>		
<i>Answer Options</i>	<i>Response Percent</i>	<i>Response Count</i>
<i>Yes</i>	<i>84.8%</i>	<i>28</i>
<i>No</i>	<i>15.2%</i>	<i>5</i>
<i>answered question</i>		<i>33</i>
<i>skipped question</i>		<i>3</i>

<i>Do you require access to files on the Trafford network whilst away from home?</i>		
<i>Answer Options</i>	<i>Response Percent</i>	<i>Response Count</i>
<i>Yes</i>	<i>51.6%</i>	<i>16</i>
<i>No</i>	<i>48.4%</i>	<i>15</i>
<i>answered question</i>		<i>31</i>
<i>skipped question</i>		<i>5</i>

<i>Do you need to use social networking to undertake your Council duties?</i>		
<i>Answer Options</i>	<i>Response Percent</i>	<i>Response Count</i>
<i>Yes</i>	<i>35.5%</i>	<i>11</i>
<i>No</i>	<i>64.5%</i>	<i>20</i>
<i>answered question</i>		<i>31</i>
<i>skipped question</i>		<i>5</i>

<i>Do you hold Personal Data relating to Constituents either electronically or in hard copy?</i>		
<i>Answer Options</i>	<i>Response Percent</i>	<i>Response Count</i>
<i>Yes</i>	<i>66.7%</i>	<i>20</i>
<i>No</i>	<i>33.3%</i>	<i>10</i>
<i>answered question</i>		<i>30</i>
<i>skipped question</i>		<i>6</i>

<i>Do you hold Commercial Data relating to the council (e.g. contracts, minutes of meetings, decisions, complaints etc) either electronically or in hard copy?</i>		
<i>Answer Options</i>	<i>Response Percent</i>	<i>Response Count</i>
<i>Yes</i>	<i>56.3%</i>	<i>18</i>
<i>No</i>	<i>43.8%</i>	<i>14</i>
<i>answered question</i>		<i>32</i>
<i>skipped question</i>		<i>4</i>

<i>Do you require the ability to print documents at home?</i>		
<i>Answer Options</i>	<i>Response Percent</i>	<i>Response Count</i>
<i>Yes</i>	<i>90.3%</i>	<i>28</i>
<i>No</i>	<i>9.7%</i>	<i>3</i>
<i>answered question</i>		<i>31</i>
<i>skipped question</i>		<i>5</i>

<i>Do you have your own personal broadband at home?</i>		
<i>Answer Options</i>	<i>Response Percent</i>	<i>Response Count</i>
<i>Yes</i>	<i>90.3%</i>	<i>28</i>
<i>No</i>	<i>9.7%</i>	<i>3</i>
<i>answered question</i>		<i>31</i>
<i>skipped question</i>		<i>5</i>

<i>If Yes would you be prepared to use this for access to the Council network?</i>		
<i>Answer Options</i>	<i>Response Percent</i>	<i>Response Count</i>
<i>Yes</i>	<i>75.0%</i>	<i>21</i>
<i>No</i>	<i>25.0%</i>	<i>7</i>
<i>answered question</i>		<i>28</i>
<i>skipped question</i>		<i>8</i>

<i>Which political party do you represent?</i>		
<i>Answer Options</i>	<i>Response Percent</i>	<i>Response Count</i>
<i>Conservative</i>	<i>54.5%</i>	<i>18</i>
<i>Labour</i>	<i>39.4%</i>	<i>13</i>
<i>Liberal Democrat</i>	<i>6.1%</i>	<i>2</i>
<i>answered question</i>		<i>33</i>
<i>skipped question</i>		<i>3</i>