


Agenda Item No:	7	
Committee:	Overview and Scrutiny Panel	
Date:	7 September 2015	
Report Title:	Members' ICT provision	

## 1 Purpose / Summary

At its meeting on 23 July 2015, Cabinet requested that the Overview and Scrutiny set up a working group to review the paperless Cabinet pilot, to look at and recommend the way forward for Members' IT equipment, and feed in their conclusions to the Members' Allowances review.

This report details the findings and recommendations of that working group. Subject to the agreement of the Overview and Scrutiny Panel, it is then proposed to take this report to Cabinet at its meeting on 17 September 2015.

## 2 Key issues

- With Cabinet having been paperless at meetings for the last year, it is timely to review the way forward for all Members.
- Members' Allowances are currently being reviewed by the Independent Remuneration Panel; the recommendations of Overview and Scrutiny with regards Members' ICT can therefore feed into this review.
- The purpose of this report is to identify current provision of ICT resources for members and likely replacement and ongoing costs including devices, printers, ink, toner and paper for production of committee reports.
- This is set against a backdrop of the need for the Council to make efficiency savings of an estimated £1.8million in the next three years.

## 3 Recommendations

That Overview and Scrutiny are requested to agree the below recommendations:

- That all Members to commit to going paperless, using their existing Tablets/Laptops, and that where requested the council provide loans to Members which could be repaid over the remaining term in office by deduction from Members allowance to enable them to purchase suitable devices (to a maximum of £500, upon submission of a receipt).
- That a small number of laptops be made available on loan for use in committee meetings for those who do not wish to provide their own. Members would return these devices to Member Services after each use.
- That Training is arranged for all members to facilitate this change and that Members requiring paper copies after 1 April 2016 do so at their own cost.
- That a secure, confidential mechanism be created for sharing confidential agenda items with Members.

- That the agenda be displayed on a screen at Committee meetings.
- That only six paper copies of each meeting agenda be provided for members of the public attending meetings.
- Laptops and printers currently supplied by the Council to Members should be returned as soon as possible with no further printer consumables being supplied.
- That the above recommendations are included in a report by this Panel, to be presented to Cabinet at its meeting on 17 September 2015.

<b>Wards Affected</b>	All
<b>Forward Plan Reference</b>	N/a
<b>Portfolio Holder(s)</b>	Councillor David Oliver, Portfolio Holder for Community Safety and Heritage (including ICT)
<b>Report Originator(s)</b>	Councillor Mrs Anne Hay Councillor Mark Buckton Councillor Ms Sam Hoy Councillor Andrew Pugh  Geoff Kent, Head of Customer Services Email: <a href="mailto:gkent@fenland.gov.uk">gkent@fenland.gov.uk</a> Tel: 01354 622290
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<b>Background Paper(s)</b>	N/a

#### **4 Current Members' ICT provision**

- 4.1 Cabinet have been paperless for the last year, having undertaken a pilot exercise under which they provided tablet and laptop computers at their own expense, in order to remove the need for them to have paper copies of agendas at Cabinet and other meetings.
- 4.2 Laptops and desktop printers are currently available to all Members upon request at no cost to them. Six Members have laptops and printers, for which printer cartridges and paper are also provided.
- 4.3 Providing paper copies of agendas and reports at Council and other Committee meetings, after taking into account no need for Cabinet to have paper copies costs as follows:-
- |                       |                  |
|-----------------------|------------------|
| Copies for Members    | £4,000 per annum |
| Copies for the public | £8,000 per annum |

4.4 Research has been undertaken to understand how neighbouring authorities provide ICT equipment for Members. Respective provision is shown below:-

Council	Do they provide?	Yes/No/Comments	
South Cambs	Council-owned Pcs /Laptops	No	
	Council-owned Tablets	No*	
	Printers	No	
	Printer paper and ink	No	
	Printed agendas for Members	On request	
	Electronic agendas for Members	Yes	
	Members' ICT allowance	No	
Cambridge City	Council-owned Pcs /Laptops	More than 50%	
	Council-owned Tablets	No	
	Printers	Some	
	Printer paper and ink	No	
	Printed agendas for Members	Yes	
	Electronic agendas for Members	Yes	
	Members' ICT allowance	No	
Huntingdonshire	Council-owned Pcs /Laptops	No	
	Council-owned Tablets	No**	
	Printers	No	
	Printer paper and ink	Yes, under review	
	Printed agendas for Members	Some	
	Electronic agendas for Members	Yes	
	Members' ICT allowance	No	
East Cambs	Council-owned Pcs /Laptops	On request	
	Council-owned Tablets	No	
	Printers	On request	
	Printer paper and ink	Out of expenses	
	Printed agendas for Members	Yes	
	Electronic agendas for Members	Yes	
	Members' ICT allowance	Up to £450/year with receipts	
Cambs County Council	Council-owned Pcs /Laptops	No	
	Council-owned Tablets	No	
	Printers	No	
	Printer paper and ink	No	
	Printed agendas for Members	Committee Members only	
	Electronic agendas for Members	Yes	
	Members' ICT allowance	No	
Fenland		Now	Proposed
	Council-owned Pcs /Laptops	Some	No
	Council-owned Tablets	No	No
	Printers	Some	No
	Printer paper and ink	Some	No
	Printed agendas for Members	Yes	No
	Electronic agendas for Members	Yes	Yes
	Members' ICT allowance	No	Loan available

- \* South Cambs provide 'finance loan' service against Members annual allowance.
- \*\* Huntingdonshire has a Members' iPad Purchase Scheme, where they purchase an iPad and recover the cost out of Member expenses over their remaining term.

4.5 There are four models for Members' ICT provision as set out in the table below:-

Option	Pros	Cons
A) Council owned /maintained	Standard approach for all Members Easier to maintain Easier to resolve queries in meetings  Possible savings of £4k /annum on paper alone.	Risks of devices being damaged, forgotten, running out of power in meetings Training and usability Capacity to manage queries Government -required security software may limit usability.  Plus costs of 39 tablets: £9k, expected 3yr tablet life. Security software costs £5k initially then £800 /annum.
B) Council buys /Members maintain	As above	As above  Initial purchase £9k, no further costs.
C) Managed but Member owned	Standard approach for all Members - many members already own tablets  Possible savings £4k /annum on paper alone.	Cost (but lower than buying them) Security software costs as (A) Lack of flexibility for Members to customise. Capacity of ICT team to manage queries.
D) Members provide /standalone	All Members could go paperless if wish Ability to get device of personal choice  Possible savings £4k /annum on paper alone.	Ensuring Members are prepared at meetings Differing training requirements
E) Loan laptop available	Stand-by facility Most Members can use a laptop without much training  Possible savings £4k /annum on paper alone.	None as a small number of spare laptops already available.

## **5 Members' ICT survey**

- 5.1 All Members were surveyed to understand their views. The survey was on-line, with a paper copy being available upon request. A copy of the survey and the summarised responses by question are attached as an annexe to this report.
- 5.2 All 39 Members were asked for their opinion, of which 26 completed the survey.
- 5.3 Of the 26 Members who completed the survey only 2 do not currently use a Tablet or Laptop (12 use iPad or equivalent, 10 use Microsoft Windows device and 2 use Android devices).

## **6 Conclusions**

- 6.1 Our conclusions are based upon the four options set out in section 4 of this report.
- 6.2 Option A would involve purchase of 39 Tablets at an estimated average cost of £250 each, a total of £9,750. In addition security software would cost £5,095 to purchase, followed by annual support costs of £774 per annum. If we were to assume that these costs would be written off over a 3 year period that that would give an annual cost of £4,948 plus the cost of the annual software licence fee. This would more than current paper costs for Members; we would therefore discount this option.
- 6.3 Option B would again involve a cost of £9,750, which written off over 3 years would give an annual cost of £3,250 and if you take into account the risks of devices being damaged then there could well be little or no savings. There could also be issues over the capacity to manage queries. We would therefore discount this option.
- 6.4 Option C would be discounted on the grounds of the associated software costs for the maintenance of these devices together with the fact that it would put restrictions on the use of devices owned by Members.
- 6.5 By eliminating the number of agenda copies printed in accordance with this report, the following savings are possible:-
- |   |                  |
|---|------------------|
| Members going paperless   | £4,000 per annum |
| Reducing public copies to a "reasonable" number (6 per meeting) | £5,900 per annum |
| Total saving  | £13,900 annually |

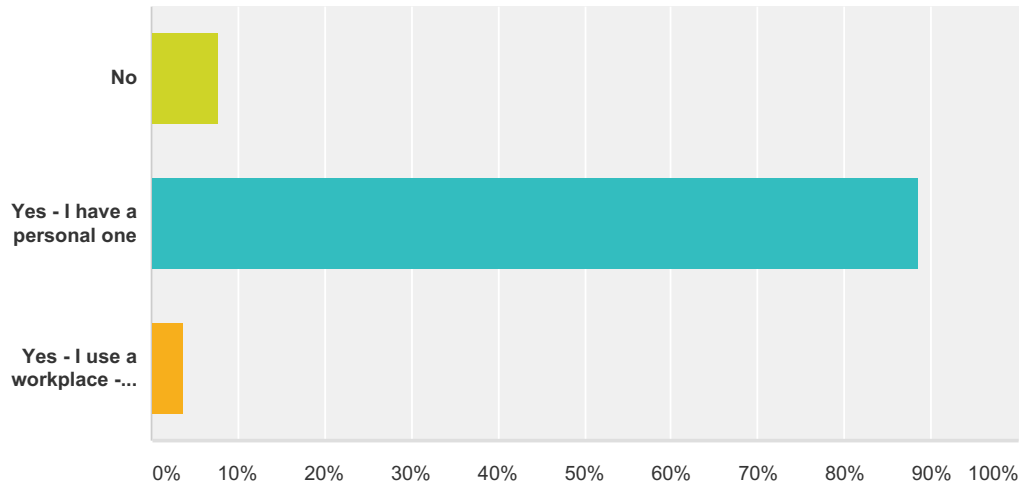
## **7 Recommendations**

- 7.1 Based upon the evidence included in this report and the feedback from the majority of Members, the working group recommends the way forward as below.
- 7.2 We would recommend option D and ask all Members to commit to going paperless, using their existing Tablets/Laptops, and that where requested the council provide loans to Members which could be repaid over the remaining term in office by deduction from Members allowance to enable them to purchase suitable devices.

- 7.3 A small number of devices should be made available on loan for use in committees - Option E - for those who do not wish to provide their own device (These could be existing laptops if any are available). Members would return these devices to Member Services after each use.
- 7.4 That Training be arranged for all members to facilitate this change and we would envisage that the changeover to paperless be managed over a period of time with no further paper copies being provided to Members after 1 April 2016. Any Members requiring paper copies after this date can do so at their own cost.
- 7.5 That a secure, confidential mechanism be created for sharing confidential agenda items with Members.
- 7.6 Whilst conducting this review we were surprised to learn that 2/3rds of the cost of paper was directly attributed to copies provided for members of the public. Whilst it is a legal requirement to provide a 'reasonable' amount of paper copies free of charge to members of the public attending Council committee meetings it was felt that no more than 6 copies be provided for any one meeting.
- 7.7 Officers are asked to review over the coming months how many copies are used /requested and thereon tailoring the amount produced to satisfy demand. We also feel that the council website should point members of the public to parts of the website where they can download and print off print packs of upcoming meetings, at the moment it only seems to have past meetings available as a PDF download. This should be advertised on the website more prominently to encourage members of the public to print off their own copies.
- 7.8 In summary we feel that it is incumbent upon all Members to show to our constituents that we their elected members are doing our bit to make savings where we can, and it is for that reason that we feel no increase in members personnel allowance should be made to cover the costs of going paperless.

### Q1 Do you use Tablet or Laptop computers now?

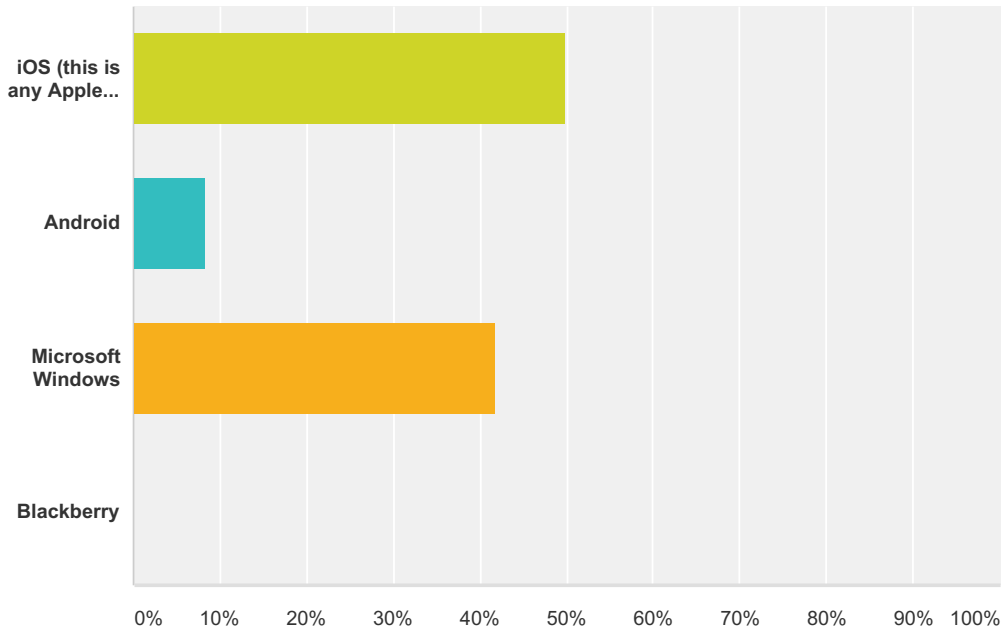
Answered: 26 Skipped: 0



Answer Choices	Responses
No	7.69% 2
Yes - I have a personal one	88.46% 23
Yes - I use a workplace - provided one	3.85% 1
<b>Total</b>	<b>26</b>

## Q2 If you use a Tablet or Laptop now, what operating system does it have?

Answered: 24 Skipped: 2



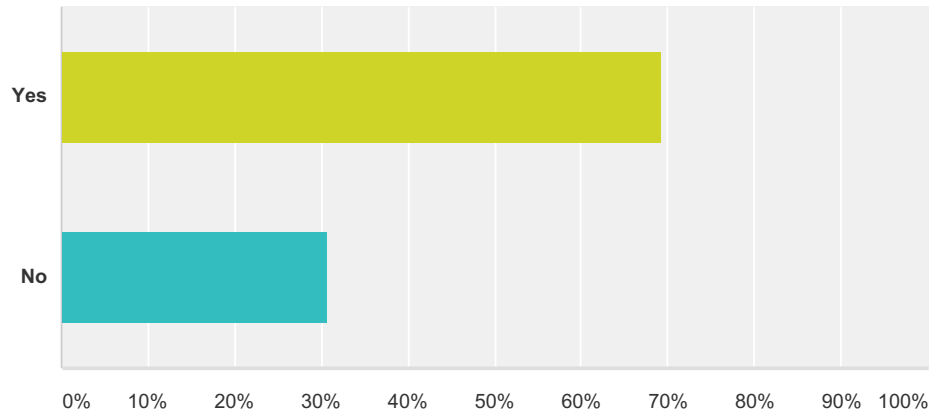
Answer Choices	Responses
iOS (this is any Apple device such as an iPad)	50.00% 12
Android	8.33% 2
Microsoft Windows	41.67% 10
Blackberry	0.00% 0
<b>Total</b>	<b>24</b>

#	If you're not sure about Question 2, please let us know as much as you can about the device manufacturer and model below	Date
1	Lap top is currently Windows. Phone and ipad Apple	8/10/2015 8:57 AM
2	For Info I use iPad and also have a laptop and PC both using Windws 8	8/3/2015 10:47 AM
3	iOS also Microsoft Windows ticked on another device. Survey only allowed one tick	8/1/2015 1:50 PM



### Q3 Do you already use the tablet or laptop to download Council meeting agendas?

Answered: 26 Skipped: 0

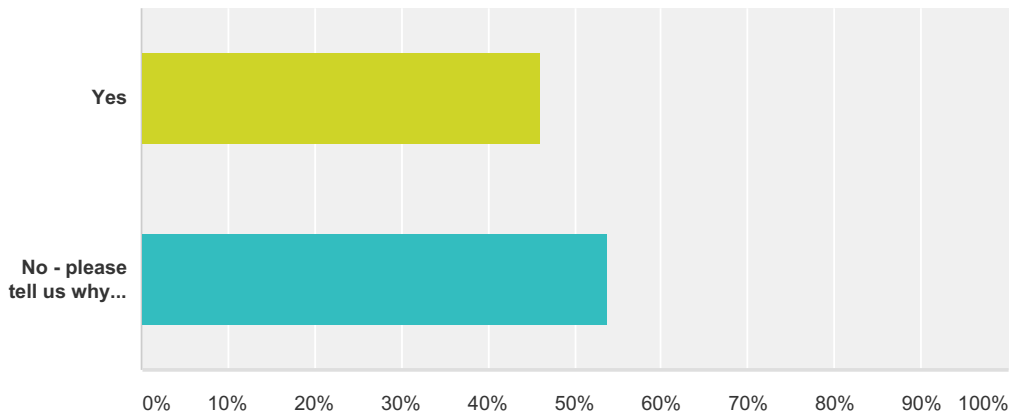


Answer Choices	Responses
Yes	69.23% 18
No	30.77% 8
<b>Total</b>	<b>26</b>

#	If you don't download agendas, please tell us why below	Date
1	Still receive hard copy, so don't need too. Sometimes do both.	8/10/2015 8:58 AM
2	Like paper as find it easier to read and can write on it	8/1/2015 6:27 PM
3	I do download the agendas but also like a paper one to make notes and highlight items which my iPad doesn't enable me to do.	8/1/2015 3:40 PM
4	On large files I find it easier to read the printed version.	8/1/2015 1:52 PM
5	I read the items on my iPad but also have a personal desktop PC. I prefer to use paper copies in meetings	8/1/2015 11:33 AM

### Q4 Do you use it in Council meetings now?

Answered: 26 Skipped: 0

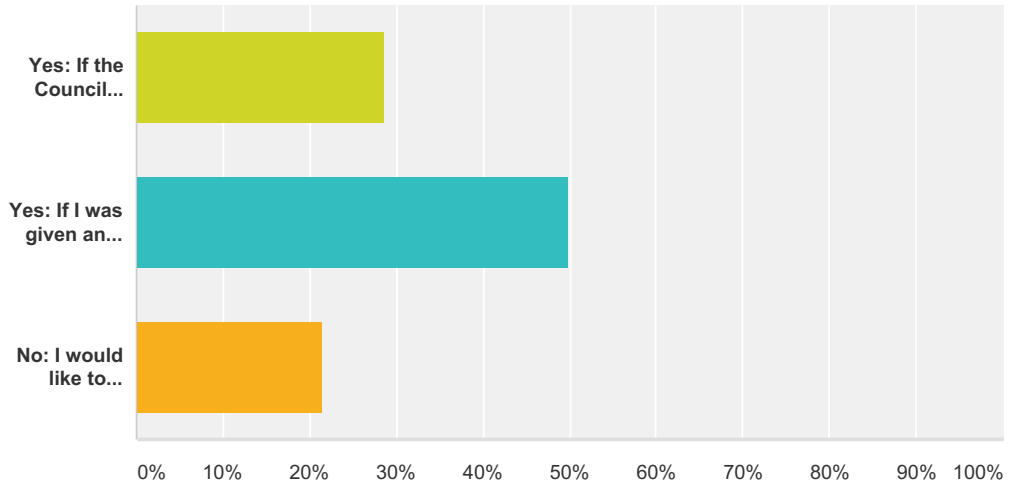


Answer Choices	Responses	Count
Yes	46.15%	12
No - please tell us why below	53.85%	14
<b>Total</b>		<b>26</b>

#	If you don't use your tablet or laptop in Council meetings now, please tell us why below	Date
1	Do not have a tablet and still prefer them in wrighting	8/11/2015 8:03 AM
2	Used to paper in Chamber	8/10/2015 8:58 AM
3	No reason really, habit I suppose	8/4/2015 10:08 PM
4	I prefer a hard copy during a meeting as I find I can move around paper faster than on an IPad	8/3/2015 10:48 AM
5	Prefer the printed word for meetings	8/2/2015 8:54 AM
6	Like using mobile phones I feel that the use of a tablet or laptop could be regarded as disrespectful to other councillors as it often appears that those using these devices are not payong full attention to the proceedings.	8/1/2015 7:41 PM
7	Like paper as find it easier to read and can write on it	8/1/2015 6:27 PM
8	I have highlighted points on the paper one, which I'm unable to do via my iPad. If I had this facility on my iPad, I wouldn't bother with the paper one.	8/1/2015 3:40 PM
9	I finder it easier to annotate on paper copies. I think I would find a way to cope if paper copies removed. Also a lap top is too bulky and may run out of battery. A tablet could be the answer	8/1/2015 1:52 PM
10	Only recently purchased my Tablet and am still getting used to it, my intention is once I am more comfortable with how to navigate around council paperwork in a speedy and efficient manner then I will request that I do not want paper4 copies	8/1/2015 11:37 AM
11	I own my iPad but would like training on it	8/1/2015 11:33 AM

**Q5 If you don't use Tablet or Laptop computers now, would this change (we would arrange training to help you use a tablet)?**

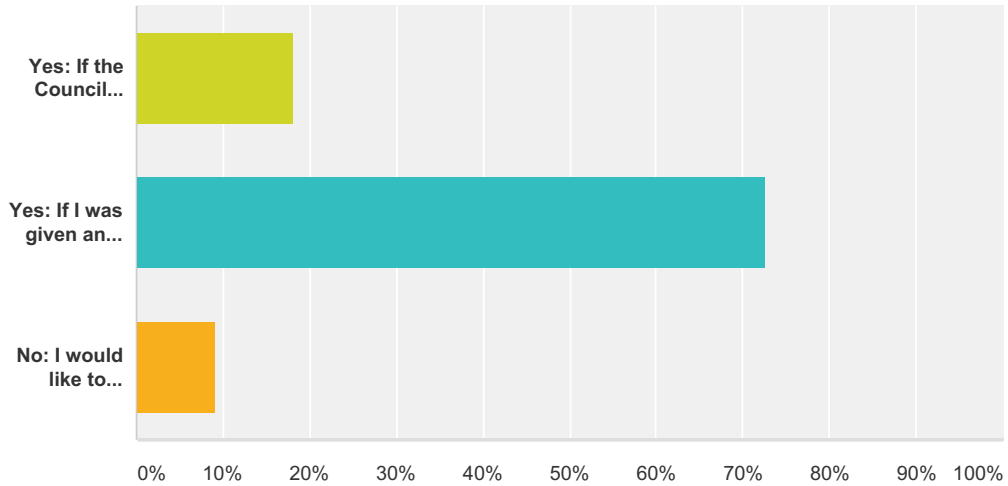
Answered: 14 Skipped: 12



Answer Choices	Responses
Yes: If the Council provided one	28.57% 4
Yes: If I was given an allowance to buy one (we could recommend the minimum specification for one)	50.00% 7
No: I would like to continue having paper agenda papers instead	21.43% 3
<b>Total</b>	<b>14</b>

**Q6 This question applies to you only if you have a tablet or laptop computer now but don't use it at Council meetings. Would this change (we would arrange training to help you use a tablet or laptop)?**

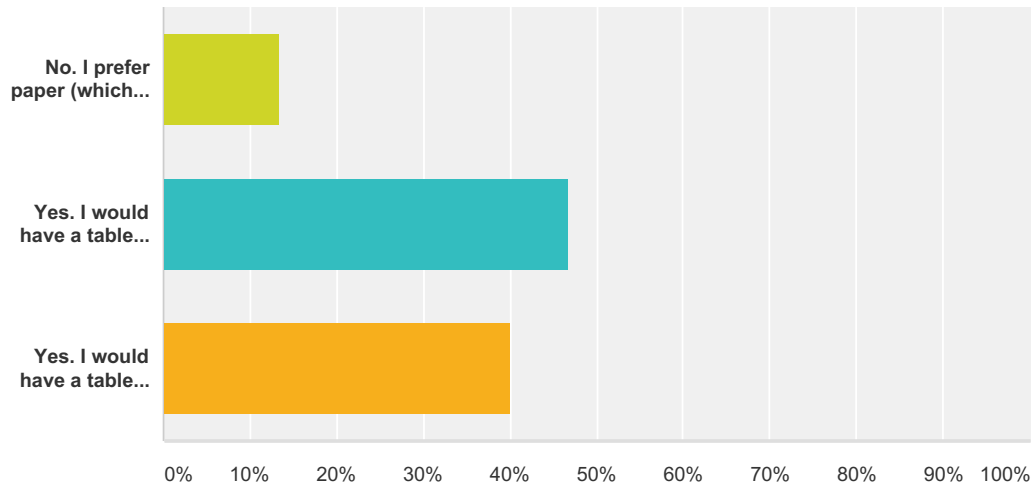
Answered: 11 Skipped: 15



Answer Choices	Responses
Yes: If the Council provided one	18.18% 2
Yes: If I was given an allowance to buy one (we could recommend ones if required)	72.73% 8
No: I would like to continue having paper agenda papers instead	9.09% 1
<b>Total</b>	<b>11</b>

### Q7 If you'd rather still have paper agendas, would you opt to have a tablet or laptop if your allowance was affected?

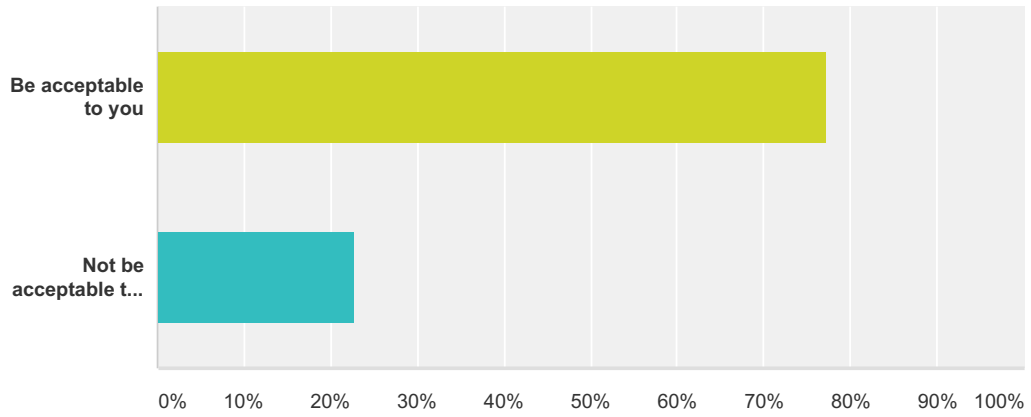
Answered: 15 Skipped: 11



Answer Choices	Responses
No. I prefer paper (which you may have to pay for, or may be funded from your allowance)	13.33% 2
Yes. I would have a tablet or laptop if my allowance was not affected.	46.67% 7
Yes. I would have a tablet or laptop even if my allowance was affected.	40.00% 6
<b>Total</b>	<b>15</b>

### Q8 Would the computer being managed in this way?

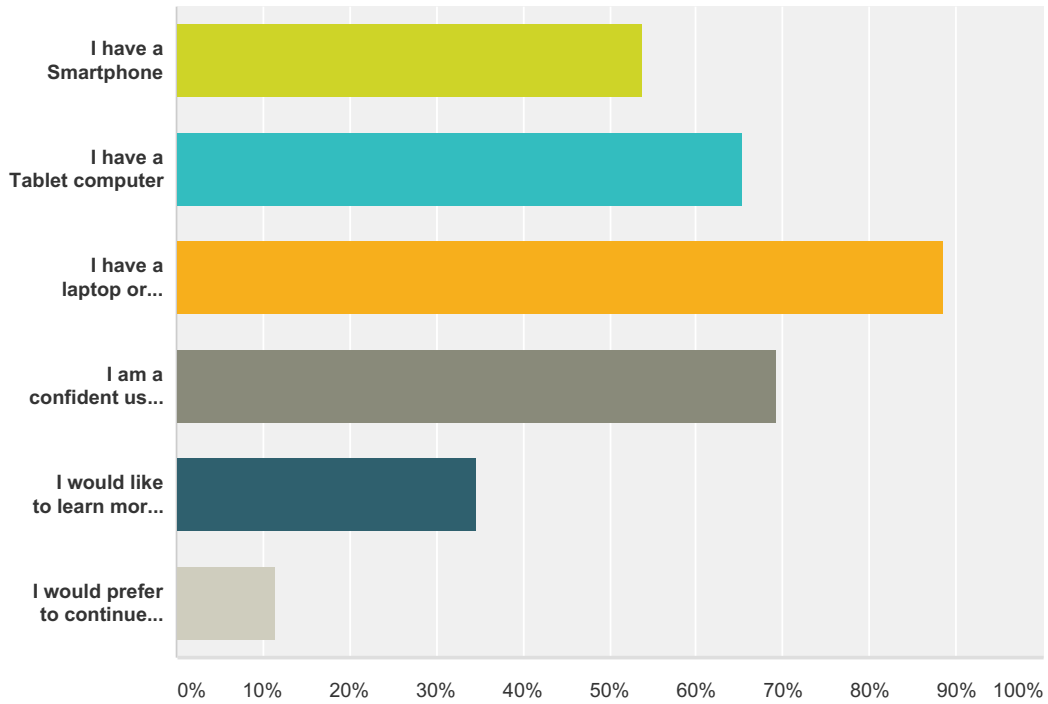
Answered: 22 Skipped: 4



Answer Choices	Responses
Be acceptable to you	77.27% 17
Not be acceptable to you	22.73% 5
<b>Total</b>	<b>22</b>

### Q9 Please tell us which of the below apply to you?

Answered: 26 Skipped: 0

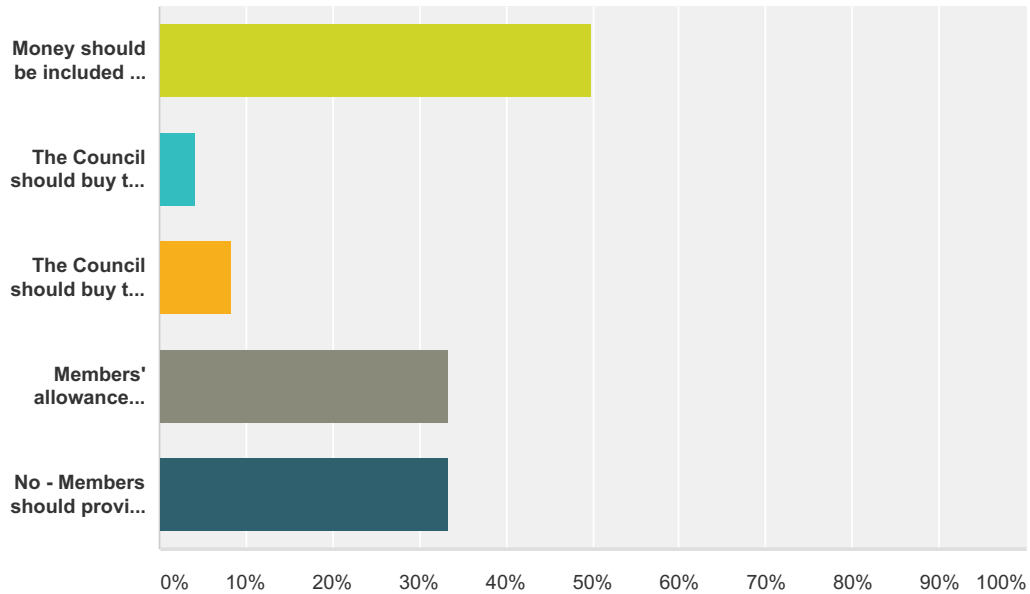


Answer Choices	Responses
I have a Smartphone	53.85% 14
I have a Tablet computer	65.38% 17
I have a laptop or desktop computer	88.46% 23
I am a confident user of computers	69.23% 18
I would like to learn more about using computers	34.62% 9
I would prefer to continue using paper for Council business	11.54% 3
<b>Total Respondents: 26</b>	

#	Please tell us more about what training you need	Date
1	Cannot believe you are providing Security Systems. Is this a new venture?	8/10/2015 9:00 AM
2	Quite happy to download papers and print at my expense - that is an individuals choice.	8/3/2015 10:54 AM
3	I feel I would benefit from some training on how to get the best from my Tablet	8/1/2015 11:41 AM
4	I have never had a Council provided laptop or printer. I own both my desktop and iPad, but I would like some training if possible on the iPad.	8/1/2015 11:36 AM

### Q10 How should Council - provided tablets or laptops be funded?

Answered: 24 Skipped: 2



Answer Choices	Responses
Money should be included in the Members' Allowance to allow us to buy them ourselves	50.00% 12
The Council should buy them for you with the costs of the device being charged to you	4.17% 1
The Council should buy them using part of the Members' allowance	8.33% 2
Members' allowance should be reduced where Members wish paper agendas to be provided	33.33% 8
No - Members should provide tablets at their own expense	33.33% 8
<b>Total Respondents: 24</b>	

#	Are there any other options, or thoughts you have about this issue?	Date
1	The simplest option is the one I suggest and sensitive documents can be sent securely as are CCC Foster Panel papers. Let's make it simple!	8/11/2015 9:54 AM
2	Personally I prefer to work from hard copy during a meeting. I find it easier and faster to move through hard copy if I am looking for something particular during a meeting. I am happy to download and print at my expense. That is an individual choice	8/3/2015 10:59 AM
3	The council, but due to the high cost of quality tablets pay back over a period of time. This will maintain product and a high level of security.	8/2/2015 9:08 AM
4	No option of the council should provide them free of charge to members.	8/1/2015 3:08 PM
5	The council should buy them, paid for by refusing to provide paper copies free of charge, allowances should not be affected. This option is not available above. This refusal of paper should only be brought in after the next election once all candidates standing are told they will need to be IT literate. The first box is not quite the same. Members should not provide their own. The IT support bill would escalate as you would be expected to support many incompatible devices. Council owned gives you greater security over security issues.	8/1/2015 1:58 PM
6	Keeping an open mind until the results of this survey are known and I have all facts/costings	8/1/2015 11:44 AM
7	I do not believe that the Council should provide any IT Equipment for members unless there is personal hardship, in which case the cost could be deducted on a monthly basis from members allowance.	8/1/2015 11:38 AM



**Q11 Please tell us your name below?**

Answered: 22 Skipped: 4

#	Responses	Date
1	John Clark	8/11/2015 5:24 PM
2	Simon King	8/11/2015 9:55 AM
3	David Hodgson	8/11/2015 8:08 AM
4	cllr sam clark	8/10/2015 4:56 PM
5	Chris Seaton	8/10/2015 3:50 PM
6	Kit Owen	8/10/2015 9:01 AM
7	Michael Humphrey	8/4/2015 10:13 PM
8	Andrew Pugh	8/4/2015 12:05 PM
9	Mark Buckton	8/3/2015 2:17 PM
10	F.H.Yeulett	8/3/2015 12:21 PM
11	Maureen Davis	8/3/2015 11:01 AM
12	Alex Miscandlon	8/2/2015 9:09 AM
13	Cllr David K M Mason	8/1/2015 7:43 PM
14	Samantha Hoy	8/1/2015 6:28 PM
15	Mike Cornwell	8/1/2015 4:53 PM
16	Will Sutton	8/1/2015 4:46 PM
17	Michelle tanfield	8/1/2015 4:07 PM
18	Virginia Bucknor	8/1/2015 3:44 PM
19	Steve Count	8/1/2015 1:58 PM
20	David Oliver	8/1/2015 1:04 PM
21	Anne Hay	8/1/2015 11:45 AM
22	Kay Mayor	8/1/2015 11:38 AM