



MEMBER MANAGEMENT COMMITTEE

Meeting to be held in Civic Hall on
Tuesday, 19th February, 2008
at 4.30 pm

MEMBERSHIP

Councillors

P Gruen
M Lyons

M Hamilton
(Chair)
D Hollingsworth

G Latty
J Procter

T Leadley

A Blackburn

A G E N D A

Item No	Ward	Item Not Open		Page No
1			<p>APPEALS AGAINST REFUSAL OF INSPECTION OF DOCUMENTS</p> <p>To consider any appeals in accordance with Procedure Rule 25 of the Access to Information Procedure Rules (in the event of an Appeal the press and public will be excluded)</p>	
2			<p>EXCLUSION OF PUBLIC</p> <p>To identify items where resolutions may be moved to exclude the public</p>	
3			<p>LATE ITEMS</p> <p>To identify items which have been admitted to the agenda by the Chair for consideration</p> <p>(The special circumstances shall be specified in the minutes)</p>	
4			<p>DECLARATIONS OF INTERESTS</p> <p>To declare any personal/prejudicial interests for the purpose of Section 81(3) of the Local Government Act 2000 and paragraphs 8 to 12 of the Members Code of Conduct</p>	
5			<p>MINUTES</p> <p>To approve as a correct record the minutes of the meeting held on 30th October 2007</p>	1 - 4

Item No	Ward	Item Not Open		Page No
6			<p>LEEDS CITY COUNCIL REPRESENTATION ON LEEDS INITIATIVE BODIES</p> <p>To consider the report of the Director of Leeds Initiative providing Members with an overview of the new administrative arrangements in place and inviting Members to appoint to the external bodies of the Leeds Initiative.</p>	5 - 8
7			<p>LOCAL AUTHORITY APPOINTMENTS TO OUTSIDE BODIES</p> <p>To consider the report of the Chief Democratic Services Officer in relation to Elected Member Appointments to Outside Bodies.</p>	9 - 24
8			<p>MEMBERS' ICT DEVELOPMENTS</p> <p>To consider the report of the Chief Democratic Services Officer presenting Members with an update on several issues relating to Members' ICT system.</p>	25 - 32

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MEMBER MANAGEMENT COMMITTEE

TUESDAY, 30TH OCTOBER, 2007

PRESENT: Councillor M Hamilton in the Chair

Councillors A Blackburn, P Gruen,
D Hollingsworth, G Latty, T Leadley,
M Lyons and J Procter

11 Declarations of Interests

A declaration of interest made during the meeting is referred to in minute 17 (Councillor J Procter)

12 Minutes

RESOLVED – That the minutes of the meeting held on 31st May 2007 be approved as a correct record.

13 Councillor Nominations to the Affordable Housing Strategic Partnership Board

The Director of Environment and Neighbourhoods submitted a report seeking to formalise the appointment of Councillors to the Affordable Housing Strategic Partnership Board.

RESOLVED –

- (a) That Member Management Committee be the appointing body for the Affordable Housing Strategic Partnership Board.
- (b) That the appointment of Councillors Andrew Carter, Richard Lewis and Judith Chapman be confirmed.

14 Plans and Licensing Panels - Compulsory Training

The Chief Democratic Services Officer submitted a report to clarify those training elements which are compulsory and, by outlining the general content and form of this training to reassure members that the training is relevant.

The report also set out arrangements for the management of non attendance of compulsory training and updated members on the current situation with regards attendance and bookings for compulsory training for Plans and Licensing Panel Members.

Endorsement from the Member Management Committee for officers to amend inconsistencies in the current wording within the Constitution around Regulatory Panel training and present a report for approval to the Standards Committee was also sought.

Draft minutes to be approved at the meeting
to be held on Tuesday, 15th January, 2008

RESOLVED –

- (a) That the current list of compulsory training and its content be noted.
- (b) That current attendance and booking figures for compulsory training modules be noted.
- (c) To endorse the revised wording shown in Appendix 1 for inclusion in the Code of Practice for Members Responsible for Determining Planning Applications and the Code of Practice for Determining Licensing Matters and request officers to make appropriate recommendations to the Standards Committee.
- (d) To reaffirm that officers provide monthly updates to group whips on the number of courses arranged and member attendance details.

(Councillor Procter arrived at 4.20 pm)

15 Members IT

The Chief Democratic Services Officer submitted a report presenting members with an update on ICT issues including a summary of the Members ICT Upgrade Project and future changes to support arrangements as well as a status report on the provisions of PDAs to members.

RESOLVED –

- (a) That Members' PDA's should only be enabled for trips abroad that have been authorised.
- (b) That any issues Members may have in relation to ICT provision be collated in order that a further report can be submitted to a future meeting .

(Councillor A Blackburn arrived at 4.35 pm during discussion of the report on member ICT development)

16 Member Development

The Chief Democratic Services Officer submitted a report providing Member Management Committee with an update on the following member learning and development projects and initiatives:

- Members IT Upgrade – training aspects
- Seminar programme for 2007-08
- Personal Development Planning

RESOLVED –

- (a) To note the information provided on the IT Upgrade training for members
- (b) To note the member development programme for 2007-08
- (c) To note the arrangements for completion of Personal Development Plans by councillors.

17 Appointment of Independent Member to the Grand Theatre and Opera House Limited Board

The Chief Libraries, Arts and Heritage Officer submitted a report seeking approval to appoint independent members to the Grand Theatre and Opera House Limited Board.

RESOLVED –

- (a) That Member Management Committee be the appointing body for independent members of the Grand Theatre and Opera House Limited Board.
- (b) That the appointment of Mr Paul Isles be approved for a period of 1 year.
- (c) That members note the recent readvertisement of a further trustee opportunity.

(Councillor Procter declared a personal interest in this matter as the Chair of the Grand Theatre and Opera House Limited Board)

18 Local Authority Appointments to Outside Bodies

The Chief Democratic Services Officer submitted a report providing an update on the current position regarding member appointments and provided an update in relation to:

- Connexions
- Alzheimer's Society Management Committee
- Leeds Grand Theatre Enterprises Ltd
- SIGOMA (Special Interest Group of Municipal Authorities Outside London) within the LGA
- Appointments made since May 2007 by the Assistant Chief Executive (Corporate Governance)

RESOLVED –

- (a) To note that West Yorkshire Connexions were no longer to meet as a Board and therefore the Council would no longer be required to appoint a representative to this body.
- (b) That Councillor Lancaster be appointed to the Alzheimer's Society Management Committee.
- (c)
 - (i) That Member Management Committee be confirmed as the appointing body for Leeds Grand Theatre Enterprises Ltd.
 - (ii) That the appointment of the 3 members to Leeds Grand Theatre Enterprises Ltd be reserved to Leeds Grand Theatre Board members and that the position of Chair be reserved to the Chair of the Leeds Grand Theatre Board.
- (d) That Member Management Committee be confirmed as the appointing body for SIGOMA and that the position be reserved to the Leader of Council.
- (e) To note the following appointments confirmed by the Assistant Chief Executive (Corporate Governance) since the last meeting of this Committee:

<u>Outside Body</u>	<u>Member Appointed</u>
Leeds Grand Theatre Board	Cllr Townsley
Leeds Citizens Advice Bureau	Cllr Lowe
LGA General Assembly	Cllr Wakefield
LGA General Assembly	Cllr Finnigan
LGA General Assembly	Cllr Anderson
LGA General Assembly	Cllr Golton
Leeds Groundwork Trust	Cllr Smith
Yorkshire & Humber Employers Committee	Cllr James Lewis
Leeds Local Access Forum	Cllr Dunn
Adoption Panel – Leodis	Cllr Coulson
Adoption Panel – Leodis	Cllr Morgan
Leeds Grand Theatre Board	Cllr Harrand

- (f) To note the position in relation to the Council's appointment to the David Young Academy



Originator: Martin Dean

Tel:78931

Report of the Director Leeds Initiative

Member Management Committee

Date: 19th February 2008

Subject: Leeds City Council representation on Leeds Initiative bodies

Electoral Wards Affected:

Ward Members consulted
(referred to in report)

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

Purpose Of This Report

1.1 To report new administrative arrangements for the Leeds Initiative and to appoint Council members to the Leeds Initiative Bodies

2.0 Background Information

2.1 The Leeds Initiative is the city's principal partnership which draws together public, private, voluntary, community and faith sectors to deliver the Vision for Leeds - the city's community strategy. Led by the council, the Leeds Initiative aims to promote the economic, environmental, social and cultural wellbeing of the city and its many communities.

3.0 Main Issue

3.1 The Local government white paper sets out the leadership responsibility for council's in Local strategic Partnerships. Officers asked the council leadership for a view on whether the Corporate structures, and Strategy and development partnerships should have cross party representation from the three largest parties on the council. This approach was agreed and therefore the leaders of each party have suggested representatives which the Member Management Committee are asked to endorse

3.2 In addition the committee will wish to note

- the nomination of chairs becomes a responsibility of the leadership at the corporate level, and for Executive Councillors at the strategy and development level.

- The Leeds Initiative has agreed the following list of bodies to which the Council is invited nominate at the corporate level
- Leeds Initiative Assembly
- Leeds Initiative Executive
- Leeds Initiative Going up a league board
- Leeds Initiative Narrowing the gap board

And these bodies at the strategy and development level

- Children
- Skills and economy
- Culture
- Safer
- Neighbourhoods Policy
- Healthy
- Transport
- Climate change

Additionally there are other partnerships within the Leeds Initiative family, such as the Leeds Architecture and Design Initiative, and the Renaissance partnership where members are invited to represent the Council. These are beyond the scope of this paper, and existing nominations will stand.

4.0 Implications For Council Policy And Governance

- 4.1 These arrangements will ensure the Council complies with the white paper requirements

5.0 Legal And Resource Implications

- 5.1 None

6.0 Recommendations

- 6.1 Members are invited to appoint the members listed on the attached schedule to the external bodies of the Leeds Initiative.

Partnership	Chair	Councillors nominated as members
Leeds Initiative assembly		Councillor A Carter Councillor R Brett Councillor K Wakefield
Leeds Initiative executive		Councillor A Carter Councillor R Brett Councillor K Wakefield
Leeds Initiative going up a league board	Councillor A Carter	Councillor R Brett Councillor K Wakefield
Leeds Initiative narrowing the gap board	Councillor M Harris	Councillor A Carter Councillor R Brett Councillor K Wakefield
Children Leeds partnership	Councillor S Golton	Councillor R Harker Councillor T Murray Councillor R Feldman
Skills and economy partnership	Councillor B Anderson	Councillor S Golton Councillor A Ogilvie
Culture partnership	Councillor J Procter	Councillor A Taylor Councillor R Harington
Safer Leeds Partnership	Councillor JL Carter	Councillor R Lewis
Healthy Leeds Partnership	Councillor B Lancaster	Councillor P Harrand Councillor S Armitage
Transport Partnership	Ed Anderson	Councillor A Carter Councillor E Minkin Councillor D Blackburn Councillor R Downes
Climate change	Councillor S Smith	Councillor B Anderson Councillor J Blake

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Report of the Chief Democratic Services Officer

Member Management Committee

Date: 19th February 2008

Subject: Local Authority Appointments to Outside Bodies

Electoral Wards Affected:

Ward Members consulted
(referred to in report)

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

1.0 PURPOSE OF REPORT

1.1 Further to the meeting of this Committee in October 2007, and confirmation of nominations received to date, this report:

- provides an update on the current position regarding member appointments
- seeks to confirm member nominations to remaining vacancies.

2.0 BACKGROUND INFORMATION

2.1 This is the third meeting of the Member Management Committee since the Annual Meeting of Council to make Elected Member appointments to Outside Bodies. The attached schedule at Appendix 1 details the current position.

2.2 Vacancies exist on a number of outside bodies. Member Management Committee is asked to consider the vacancies detailed in Appendix 1 and make appointments to them.

3.0 MAIN ISSUES

3.1 Members are asked to specifically consider the following issues:

3.2 Roseville Enterprises Board of Management

Members are advised that there is currently one vacancy on the Roseville Enterprises Board of Management and this is not allocated to a group.

Current representation is 1 member for the Labour Group, Green Group, Conservative Group and the Liberal Democrat Group.

Councillor Finnigan has expressed an interest on serving on this body and Members are asked to consider allocating this vacancy to the Morley Borough Independent Group and appointing Cllr Finnigan.

3.3 Parent Partnership Advisory Board

Members are advised that Education Leeds are currently in the process of establishing an advisory board for the Parent Partnership Service which provides impartial advice and support to parents.

The Parent Partnership Service works with parents of all children with Special Educational Needs (SEN) to provide information, publicity, training advice and support, to foster networking and collaboration and to inform and influence local SEN policy and practice.

The advisory board would work in a consultative capacity and as a critical friend and would challenge the Parent Partnership on issues such as best value and staffing.

The suggested model for the advisory board consists of representation from statutory services, the voluntary sector, parents of children with Special Educational Needs and an elected member.

Members are asked to consider whether they would wish to appoint an elected member to this Board in the category of a Strategic and Key Partnership.

If Members are agreeable to an appointment being made to this Board then the appointment of a Member is requested.

3.4 Appointments Made Since October 2007

Members are advised that since the last meeting of the Committee the following change of appointments have been confirmed by the Assistant Chief Executive (Corporate Governance) in accordance with the Appointments to Outside Bodies Procedure Rules (4.6)

<u>Outside Body</u>	<u>Member Appointed</u>	<u>Member Replaced</u>	<u>Date</u>
Leeds College of Building	Cllr K Hussain	Whips nominee	5/11/07
Grand Theatre Enterprises Ltd	Cllr Blake	vacancy	18/12/07
Grand Theatre Enterprises Ltd	Cllr Townsley	vacancy	18/12/07
Children Leeds Partnership	Cllr Golton	Cllr Brett	29/1/08
Ass of West Yorks Authorities	Cllr Brett	Cllr Harris	29/1/08
Leeds Initiative Board	Cllr Brett	Cllr Harris	29/1/08
SIGOMA	Cllr Brett	Cllr Harris	29/1/08
Yorks&Humber Employers Ctte	Cllr Brett	Cllr Harris	29/1/08
Local Govt Yorks & Humber	Cllr Brett	Cllr Harris	29/1/08
Yorkshire Tourist Board	Cllr Downes	Cllr Golton	29/1/08
Affordable Housing Strategic Partnership	Cllr Brett	Cllr Chapman	29/1/08

4.0 **IMPLICATIONS FOR COUNCIL POLICY AND GOVERNANCE**

4.1 The member appointments referred to in 3.1 to 3.4 are in accordance with the Council's Constitution and as detailed in the Appointments to Outside Body Procedure Rules. Members will also be advised of the need to update their entry in the Members register of interests.

5.0 **LEGAL AND RESOURCE IMPLICATIONS**

5.1 There are no specific legal or resource implications in relation to these appointments.

6.0 RECOMMENDATION

- 6.1 Members are asked to consider the current position in relation to Elected Member appointments to outside bodies detailed in Appendix 1.
- 6.2 Members are asked to note the change of appointments since the last meeting of the Committee as detailed in 3. 4 of the report.

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OUTSIDE BODIES RESERVED TO THE MEMBER MANAGEMENT COMMITTEE

Outside Body	Restricted Appointment	Nature of Restriction	No of Places	Review Date	Date Appointed	Nominee in 2007/8	Group Allocation 2007/8
Adoption Panel – Elmete	Yes	Executive Member (Childrens Services) or 1 Place	2	May-08	May-07	Brenda Lancaster	Lib Dem
	in part			May-08	May-07	Sharon Hamilton	Lab
Adoption Panel - Leodis	No	No	2	May-08	Aug-07	Mick Coulson	Lab
				May-08	Aug-07	Vonnie Morgan	Lab
Adoption Panel – Skyrack	Yes	Executive Member (Childrens Services) or 1 Place	2	May-08	May-07	Valerie Kendall	Con
	in part			May-08	May-07	Ann Castle	Con
Affordable Housing Strategic Partnership Board	No	No	3	May-08	Oct-07	Andrew Carter	Con
				May-08	Oct-07	Richard Lewis	Lab
				May-08	Jan-08	Richard Brett	Lib Dem
Airport Consultative Committee	No	No	1	May-08	May-07	Brian Cleasby	Lib Dem
Allotments Working Party	No	No	1	May-08	May-07	Stuart Golton	Lib Dem
ALMO - East/North East	Yes	Conservative	4	May-08	May-07	Paul Wadsworth	Con
		Conservative		May-08	May-07	Gerald Wilkinson	Con
		Labour		May-08	May-07	Graham Hyde	Lab
		Lib Democrat		May-08	May-07	David Hollingsworth	Lib Dem
Aire Valley Homes Leeds (formerly known as South South East Homes Leeds)	Yes	Lib Democrat	4	May-08	May-07	Stewart Golton	Lib Dem
		MBI		May-08	May-07	Judith Elliott	MBI
		Labour		May-08	May-07	Peter Gruen	Labour
ALMO - West/North West Homes	Yes	Conservative	4	May-08	May-07	Barry Anderson	Con
		Green		May-08	May-07	Ann Blackburn	Green
		Lib Democrat		May-08	May-07	Judith Chapman	Lib Dem
		Labour		May-08	May-07	Alison Lowe	Lab
Alzheimers Society Management Committee	No	No	1	May-08	Oct-07	Brenda Lancaster	Lib Dem
Arthur Louis Aaron Memorial Fund.	No	No	1	May-08	May-07	Ronald Feldman	Con
Arts Council of England, Yorkshire Office	Yes	Proposed to be Executive Member (Leisure) or nominee	1	May-08	May-07	Proposed to be Executive Member (Leisure)	Con
Association Of Blind Asians	No	No	1	May-08	May-07	mohammed iqbal	Lab
Association Of West Yorkshire Authorities	Yes	Leader	3	May-08	Jan-08	Richard Brett	Lib Dem
	in part	1 Place		May-08	May-07	Vacancy	Unallocated
				May-08	May-07	Andrew Carter	Con
Bradford University Court	No	No	3	May-08	Jun-05	Vacancy	Unallocated
				May-08	Jul-04	Geoff Driver	Lab
				May-08	Jul-04	Brian Cleasby	Lib Dem
Brotherton Collection Advisory Committee	No	No	1	May-08	May-07	Bernard Atha	Lab
Care And Repair (Leeds)	No	No	1	May-08	May-07	Ralph Pryke	Lib Dem

Outside Body	Restricted Appointment	Nature of Restriction	No of Places	Review Date	Date Appointed	Nominee in 2007/8	Group Allocation 2007/8
	Y/N						
Children's Advisory Panel	Yes in part	Executive Member (Childrens Services) or 1 Place	5	May-08	May-07	Judith Elliot	MBI
				May-08	May-07	Mick Coulson	Lab
				May-08	May-07	Brian Selby	Lab
				May-08	May-07	Brenda Lancaster	Lib Dem
				May-08	May-07	Gerald Wilkinson	Con
Children Leeds Partnership	Yes	2 administration members and 1 labour group member	3	May-08	May-07	Alison Lowe	Lab
				May-08	Jan-08	Stuart Golton	Lib Dem
				May-08	May-07	Richard Harker	Lib Dem
Chinese Community Association	No	No	1	May-08	May-07	Neil Taggart	Lab
Clarke Hall Government Committee	No	No	1	May-08	May-07	Colin Campbell	Lib Dem
Chamber of Commerce	Yes	Executive Member Development & Regeneration or	1	May-08	May-07	Andrew Carter	Con
The Alliance (formerly known as the Coalfield Communities Campaign Regional Executive)	No	No	1	May-08	May-07	Keith Parker	Lab
Community Links	No	No	1	May-08	May-07	John Bale	Con
Craft Centre And Design Gallery	No		3	May-08	May-07	Judith Elliott	MBI
				May-08	May-07	Bernard Atha	Lab
				May-08	May-07	Graham Latty	Con
Crime and Disorder Reduction Partnership	Yes	Executive Member (Neighbourhoods and Housing)or	1	May-08	May-07	J L Carter	Con
Crossroads (Leeds) Ltd	No	No	1	May-08	May-07	Vacancy	
Cycling Consultative Forum	No		1	May-08	May-07	Stuart Andrew	Con
David Young Academy Governing Body	no		1	Apr-08	Apr-04	Peter Gruen	Lab
Dial Leeds	No	No	1	May-08	May-07	Luke Russell	Green
Early Years Development Partnership	No	No	3	May-08	May-07	Richard Harker	Lib Dem
				May-08	May-07	Lisa Mulherin	Lab
				May-08	May-07	Whip Nominee	Con
Environment Agency - Ridings Area Environment Group	Yes	Executive Member Development & Regeneration or nominee	1	May-08	May-07	Barry Anderson	Con
Fostering Panel - East Leeds	No	No	1	May-08	May-07	Vacant	Con
Fostering Panel - Rawdon	No	No	1	May-08	May-07	Mick Coulson	Labour
Fostering Panel - South Leeds	No	No	1	May-08	May-07	Brian Cleasby	Lib Dem

Outside Body	Restricted Appointment	Nature of Restriction	No of Places	Review Date	Date Appointed	Nominee in 2007/8	Group Allocation 2007/8
Friends Of Leeds City Museum	No	No	3	May-08	May-07	Barry Anderson	Con
				May-08	May-07	Elizabeth Nash	Lab
				May-08	May-07	Don Wilson	Lib Dem
Green Leeds	No		4	May-08	May-07	adam ogilvie	Lab
				May-08	May-07	Sue Bentley	Lib Dem
				May-08	May-07	David Blackburn	Green
				May-08	May-07	Barry Anderson	Con
Governors Of Trinity And All Saints College	No	No	1	May-08	May-07	Richard Harker	Lib Dem
Harrison & Potter Trust /Josiah Jenkinson Charity	No	No	1	May-08	May-07	Vacancy	
Homestart Leeds	No	No	1	May-08	May-07	Vacancy	
IGEN	No	No	1	May-08	May-07	Tom Murray	Lab
				May-08	May-07		
Investigation of Air Pollution Standing Conference	Yes	Executive Member Development & Regeneration or nominee	1	May-08	May-07	Barry Anderson	
Joint Consultative Committee (Teachers)	Yes (in part)	Exec Member Childrens Services or Nominee 1 place	5	May-08	May-07	Lisa Mulherin	Lab
				May-08	May-07	Alison Lowe	Lab
				May-08	May-07	William Hyde	Con
				May-08	May-07	Brian Cleasby	Lib Dem
Joseph Priestley College Governing Body	No	No	2	May-08	May-07	Richard Harker	Lib Dem
				May-08	May-07	Lisa Mulherin	Lab
				May-08	May-07	Robert Finnigan	MBI
Lady Elizabeth Hastings Educational Foundation	No	No	1	May-08	May-07	Mr Michael Fox	
Leeds Admissions Forum	No	No	5	May-08	May-07	Peter Gruen	Lab
				May-08	May-07	Robert Finnigan	MBI
				May-08	May-07	Mick Coulson	Lab
				May-08	May-07	Alec Shelbrooke	Con
				May-08	May-07	Richard Harker	Lib Dem
Leeds Ahead Board	Yes	Exec Member - Narrowing the Gap or nominee	1	May-08	May-07	Mark Harris	Lib Dem
Leeds Art Collections Fund	No	No	1	May-08	May-07	John Procter	Con
Leeds Childrens Holiday Camp Association	No	No	1	May-08	May-07	Chris Townsley	Lib Dem

OUTSIDE BODIES RESERVED TO THE MEMBER MANAGEMENT COMMITTEE

Outside Body	Restricted Appointment	Nature of Restriction	No of Places	Review Date	Date Appointed	Nominee in 2007/8	Group Allocation 2007/8
	Y/N						
Leeds Citizens Advice Bureau	No	No	2	May-08	May-07	Vacant	Lib Dem
				May-08	Jun-07	Alison Lowe	Lab
Leeds Civic Arts Guild	No	No	1	May-08	May-07	Roger Harington	Lab
Leeds College of Art and Design	No	No	1	May-08	Jul-04	Graham Hyde	Lab
Leeds College of Building	No	No	1	May-08	Nov-07	Kabeer Hussain	Lab
Leeds College Of Technology Governing Body	No	No	1	May-08	Jul-04	Clive Fox	Con
Leeds Community Equipment Service Partnership Board	No	No	2	May-08	May-07	debra couper	Lab
				May-08	May-07	Brenda Lancaster	Lib Dem
Leeds Community Foundation	Yes	Exec Member - Narrowing the Gap or nominee	1	May-08	May-07	Mark Harris	Lib Dem
Leeds Faith Forum	No	No	1	May-08	May-07	Sharon Hamilton	Lab
LGA General Assembly	Yes	Con group	4	May-08	Jun-07	Barry Anderson	Con
	all places	Lib dem group		May-08	Jun-07	Stuart Golton	Lib Dem
		Labour group		May-08	Jun-07	Keith Wakefield	Lab
		MBI group		May-08	Jun-07	Robert Finnigan	MBI
LGA Urban Commission	Yes	Executive Member Development & Regeneration or nominee	1	May-08	May-07	Andrew Carter	Con
Leeds Grand Theatre Board And Opera House Board Of Management	Yes - all places	Chair to be the relevant Executive Board member Lab group Con group Lib Dem group MBI group	5	May-2010	May-07	John Procter	Con
				May 2009	May-07	Judith Blake	Lab
				May 2010	Sep-07	Peter Harrand	Con
				May 2009	Jun-07	Chris Townsley	Lib Dem
				May 2008	May-07	Bob Gettings	MBI
Leeds Grand Theatre Enterprises Ltd	Yes all places	Members of Grand Theatre Board - Chair to be Chair of the Board	3	May-08	Oct-07	John Procter	Con
				May-08	Dec-07	Judith Blake	lab
				May-08	Dec-07	Chris Townsley	Lib Dem
Groundwork Leeds	No	No	6	May-08	May-07	Geoff Driver	Lab
				May-08	May-07	Keith Wakefield	Lab
				May-08	May-07	Jane Dowson	Lab
				May-08	May-07	Ann Blackburn	Green
				May-08	Jul-07	Steve Smith	Lib Dem
				May-08	May-07	Ralph Pryke	Lib Dem
Leeds Housing Concern	Yes	Exec Member Neighbourhoods and Housing or Nominee	1	May-08	May-07	Exec Member or nominee	Con
Leeds in Bloom/Leeds Floral Initiative	No	No	1	May-08	May-07	Frank Robinson	Con
Leeds Initiative Board	Yes	Party Leaders or nominee	3	May-08	May-07	Keith Wakefield	Lab
		3 places		May-08	Jan-08	Richard Brett	Lib Dem
				May-08	May-07	Andrew Carter	Con

Outside Body	Restricted Appointment	Nature of Restriction	No of Places	Review Date	Date Appointed	Nominee in 2007/8	Group Allocation 2007/8
	Y/N						
Leeds Initiative - Learning Partnership	Yes in part	Exec Member Childrens Services or Nominee	2	May-08	May-07	Richard Harker	Lib Dem
		1 place		May-08	May-07	Sue Bentley	Lib Dem
Leeds Initiative - Leeds Cultural Partnership	Yes	Executive Member Development & Regeneration or nominee	3	May-08	May-07	TBC	Con
		Exec Member Leisure or Nominee		May-08	May-07	J Procter	Con
		2 places		May-08	May-07	TBC	Con
Leeds Initiative - Integrated Transport Partnership	Yes in part	Executive Member Development & Regeneration or nominee	4	May-08	May-07	Judith Blake	Lab
		1 place		May-08	May-07	Andrew Carter	Con
				May-08	May-07	David Blackburn	Green
				May-08	May-07	Vacant	Lib Dem
Leeds Initiative - Healthy Leeds Partnership	Yes	Exec Member Neighbourhoods and Housing or Nominee	2	May-08	May-07	TBC	Con
		Exec Member Social Care or Nominee		May-08	May-07	TBC	Con
Leeds Initiative - Economy Partnership	Yes	Executive Member Development & Regeneration or nominee	1	May-08	May-07	Barry Anderson	Con
Leeds Initiative - Sports Leeds	Yes	Exec Member Leisure or Nominee	2	May-08	May-07	Paul Wadsworth	Con
Leeds Initiative - Leeds City Centre Management Initiative	Yes	Executive Member Development & Regeneration or nominee	2	May-08	May-07	Barry Anderson	Con
	in part	1 place		May-08	May-07	Colin Campbell	Lib Dem
Leeds Initiative - Safer Leeds Executive	Yes	Exec Member Neighbourhoods and Housing or Nominee	4	May-08	May-07	J L Carter	Con
	in part			May-08	May-07		
				May-08	May-07		
				May-08	May-07		
Leeds Architecture and Design Initiative	None			May-08	May-07	Andrew Carter	Con
				May-08	May-07	Stuart Andrew	Con
				May-08	May-07	Clive Fox	Con
				May-08	May-07	Colin Campbell	Lib Dem
				May-08	May-07	Elizabeth Minkin	Lab

OUTSIDE BODIES RESERVED TO THE MEMBER MANAGEMENT COMMITTEE

Outside Body	Restricted Appointment	Nature of Restriction	No of Places	Review Date	Date Appointed	Nominee in 2007/8	Group Allocation 2007/8
Leeds Jewish Welfare Board	No	No	1	May-08	May-07	Ronald Feldman	Con
Leeds Learning Disabilities Partnership Board	Yes in part	Executive Member (Adult Health & Social Care) or nominee 1 Place	5	May-08	May-07	Peter Harrand	Con
				May-08	May-07	debra coupar	Lab
				May-08	May-07	Brian Selby	Lab
				May-08	May-07	Vacancy	Unallocated
Leeds Local Access Forum	No	No	2	May-08	May-07	Clive Fox	Con
				May-08	Aug-07	Jack Dunn	Lab
Leeds Mind	No	No	1	May-08	May-07	Luke Russell	Green
Leeds Parish Church Exhibition Foundation	No	No	1	May-08	May-07	Marian Monks	Non Cllr
Renewal Leeds Limited	Yes	Exec Member Neighbourhoods and Housing or Nominee	1	May-08	May-07	J L Carter	Con
Leeds Philharmonic Society	No	No	1	May-08	May-07	Richard Harker	Lib Dem
Leeds International Pianoforte Competition Committee	No	No	2	May-08	May-07	Martin Hamilton	Lib Dem
				May-08	May-07	Elizabeth Nash	Lab
Leeds Racial Equality Council	Yes (in part)	Exec Member Central and Corporate 1 place	2	May-08	Dec-07	Vacancy	Lib Dem
				May-08	May-07	Sharon Hamilton	Lab
Leeds Schools Awards	Yes	Exec Member Learning or Nominee	1	May-08	May-07	Richard Harker	Lib Dem
Leeds Schools Foundation	Yes	Exec Member Learning or Nominee	1	May-08	May-07	Richard Harker	Lib Dem
Leeds Schools Sports Association	No	No	2	May-08	May-07	Vacant	
				May-08	May-07	Roger Harington	Lab
Leeds Sports Federation	No	No	6	May-08	May-07	Denise Atkinson	Lab
				May-08	May-07	Roger Harington	Lab
				May-08	May-07	Patrick Davey	Lab
				May-08	Dec-07	Vacancy	Lib Dem
				May-08	May-07	Brian Jennings	Con
Leeds University Court	No	No	2	May-08	May-07	Penny Ewens	Lib Dem
				May-08	May-07	Bill Hyde	Con
Leeds Women's Aid	No	No	1	May-08	May-07	Sharon Hamilton	Lab
Local Construction And Training Agency	Yes	Exec Member Neighbourhoods and Housing or Nominee	1	May-08	May-07	J L Carter or Nominee	Con

OUTSIDE BODIES RESERVED TO THE MEMBER MANAGEMENT COMMITTEE

Outside Body	Restricted Appointment Y/N	Nature of Restriction	No of Places	Review Date	Date Appointed	Nominee in 2007/8	Group Allocation 2007/8
Lord Mayor Of Leeds Appeal Fund	No	No	3	May-08	May-07	Peter Gruen	Lab
				May-08	May-07	John Procter	Con
				May-08	May-07	Martin Hamilton	Lib Dem
Making Leeds Better Project Board	Yes	Exec Member Adult Health & Social Care or nominee and Opposition Spokesperson	2	May-08	May-07	Peter Harrand	Con
				May-08	May-07	Judith Blake	Lab
National Association of Councillors	No		3	May-08	May-07	Suzi Armitage	Lab
				May-08	May-07	Whips nominee	Con
				May-08	May-07	Whips nominee	Lib Dem
National Coal Mining Museum For England Liaison Committee	No	No	1	May-08	May-07	Keith Parker	Lab
				May-08	May-07		
Neighbourhood Renewal Board - Aire Valley	Yes	Exec Member Neighbourhoods and Housing or Nominee	1	May-08	May-07	J L Carter	Con
				May-08	May-07	A Carter	Con
				May-08	May-07	D Hollinsworth	Lib Dem
				May-08	May-07	G Driver	Lab
Beeston Hill and Holbeck Regeneration Partnership Board	Yes	Ward Members	2	May-08	May-07	debra coupar	Lab
				May-08	May-07	Adam Ogilvie	Lab
				May-08	May-07	Angela Gabriel	Lab
Neil Bank Centre Trust	No	No	1	May-08	May-07	Mick Coulson	Lab
National Parking Adjudication Service Committee	Yes	Executive Member whose portfolio includes Parking services or nominee	1	May-08	May-07	Steve Smith	Lib Dem
National Society For Clean Air Divisional Council	No	No	1	May-08	May-07	Barry Anderson	Con
North Regional Association For Sensory Support	No	No	1	May-08	May-07	Peter Harrand	Con
Northern College - Board Of Governors	No	No	1	May-08	May-07	James McKenna	Lab
Northern College - Policy And Finance Committee	No	No	1	May-08	May-07	James McKenna	Lab
Northern College - Joint Liaison Group	No	No	1	May-08	May-07	James McKenna	Lab

OUTSIDE BODIES RESERVED TO THE MEMBER MANAGEMENT COMMITTEE

Outside Body	Restricted Appointment	Nature of Restriction	No of Places	Review Date	Date Appointed	Nominee in 2007/8	Group Allocation 2007/8
	Y/N						
Nuclear Free Zones English Forum	No	No	1	May-08	May-07	Ralph Pryke	Lib Dem
Park Lane College	No	No	1	May-08	May-07	Kabeer Hussain	Lib Dem
People First	No	No	1	May-08	May-07	Jane Dowson	Lab
Public Rights of Way Forum	No	No	1	May-08	May-07	Clive Fox	Con
Re'new	Yes	Exec Member (Neighbourhoods and Housing) or nominee	1	May-08	May-07	J L Carter	Con
Reserve Forces And Cadets Association For Yorkshire & Humberside	No	No	1	May-08	May-07	Bill Hyde	Con
Robert Salter Charity	No	No	3	May-08	May-07	Richard Lewis	Lab
				May-08	May-07	Whip Nominee	Con
				May-08	May-07	Whip Nominee	Con
Roseville Enterprises Board Of Management	Yes in part	Executive Member (Adult Health & Social Care) or nominee	5	May-08	May-07	Clive Fox	Con
				May-08	May-07	Don Wilson	Lib Dem
				May-08	May-07	David Blackburn	Green
				May-08	May-07	Debra Coupar	Labour
				May-08	May-07	Vacant	Unallocated
SIGOMA	Yes	Leader of Council	1	May-08	Jan-08	Richard Brett	Lib Dem
Simeon Gaunt Memorial Music Festival Charity	No	No	3	May-08	May-07	Andrew Carter	Con
				May-08	May-07	Josephine Jarosz	Lab
				May-08	May-07	Mr Cornforth	Con
South Leeds Team Ministry	No	No	1	May-08	May-07	Unallocated	
Standing Advisory Council on Religious Education	No	No	4	May-08	May-07	Brian Selby	Lab
				May-08	May-07	Jim McKenna	Lab
				May-08	May-07	Peter Harrand	Con
				May-08	May-07	Richard Harker	Lib Dem
Aire Action Leeds (formerly State of the River Management Committee)	No	No	1	May-08	May-07	Stuart Golton	Lib Dem
Swarthmore Educational Centre	No	No	2	May-08	May-07	Penny Ewens	Lib Dem
				May-08	May-07	Vacancy	Unallocated
The Charities Of Thomas Wade And Others	No	No	3	May-08	May-07	Bill Hyde	Con
				May-08	May-07	Alan Taylor	Lib Dem
				May-08	May-07	Ann Blackburn	Green

OUTSIDE BODIES RESERVED TO THE MEMBER MANAGEMENT COMMITTEE

Outside Body	Restricted Appointment	Nature of Restriction	No of Places	Review Date	Date Appointed	Nominee in 2007/8	Group Allocation 2007/8
	Y/N						
Leeds Thomas Danby	No	No	1	May-08	May-07	Tom Murray	Lab
Touchstone	No	No	1	May-08	May-07	Vacancy	Unallocated
Trustees Of Joshua Crabtree's Charity	No	No	2	May-08	May-07	Colin Campbell	Lib Dem
				May-08	May-07	Vacancy	Unallocated
Voluntary Action Leeds	No	No	3	May-08	May-07	Jane Dowson	Lab
				May-08	May-07	Whip nominee	Con
				May-08	May-07	Greg Mulholland	Lib Dem
West Yorkshire Culture	Yes	Proposed to be Executive Member (Leisure) or nominee	1	May-08	May-07	Proposed to be Executive Member (Leisure)	Con
West Yorkshire Market Renewal Board	No	No	1	May-08	May-07	Vacancy	Unallocated
West Yorkshire Playhouse Theatre Board	Yes	Exec Member Leisure or Nominee 1 place	4	May-08	May-07	Martin Hamilton	Lib Dem
				May-08	May-07	Valerie Kendall	Con
				May-08	May-07	Steve Smith	Lib Dem
				May-08	May-07	Terry Grayshon	MBI
West Yorkshire Rural Partnership	No	No	1	May-08	May-07	Mick Coulson	Lab
West Yorkshire Valuation Tribunal (Appointments Panel)	No	No	1	May-08	May-07	Mick Coulson	Lab
William Merritt Disabled Living Centre and Mobility Service	No	No	1	May-08	May-07	Vacancy	Unallocated
Wypta Education Liaison Group	No	No	3	May-08	May-07	Sue Bentley	Lib Dem
				May-08	May-07	Vacancy	Unallocated
				May-08	May-07	Vacancy	Unallocated

OUTSIDE BODIES RESERVED TO THE MEMBER MANAGEMENT COMMITTEE

Outside Body	Restricted Appointment	Nature of Restriction	No of Places	Review Date	Date Appointed	Nominee in 2007/8	Group Allocation 2007/8
	Y/N						
Wypta Highways And Planning Liaison Group	No	No	1	May-08	May-07	Anne Blackburn	Green
Wypta Local Transport Plan Steering Group	Yes	Executive Member Development & Regeneration or nominee	1	May-08	May-07	Stuart Andrew	Con
Wypta Social Services Liaison Group	No	No	1	May-08	May-07	Andrea Harrison	Labour
Wypta Taxi Liaison Group	No	No	1	May-08	May-07	Luke Russell	Green
Wypta Passenger Transport Consultative Committee	No	No	4	May-08	May-07	James McKenna	Lab
				May-08	May-07	James Lewis	Lab
				May-08	May-07	Whips nominee C Fox	Lib Dem con
Yorkshire And Humberside Association Of Education Authorities	Yes in part	Exec Member Learning or Nominee 1 place	2	May-08	May-07	Bill Hyde	Con
				May-08	May-07	Richard Harker	Lib Dem
Yorkshire and Humberside Asylum Seekers Reference Group	No	No	1	May-08	May-07	Vacancy	Unallocated
Yorkshire and Humber Housing Board Yorkshire and Humberside Regional Broadband Joint Committee	Yes	Exec Member (Neighbourhoods and Housing)	1	May-08	May-07	Amanda Carter	Con
	No	No	1	May-08	May-07	Vacancy	Unallocated
Yorkshire And Humber Employers Committee (formerly Regional Council)	Yes in part	Exec Member Central and Corporate or nominee 1 place	3	May-08	Jan-08	Richard Brett	Lib Dem
				May-08	Aug-07	James Lewis	Lab
				May-08	May-07	Whips nominee	Con

OUTSIDE BODIES RESERVED TO THE MEMBER MANAGEMENT COMMITTEE

Outside Body	Restricted Appointment	Nature of Restriction	No of Places	Review Date	Date Appointed	Nominee in 2007/8	Group Allocation 2007/8
	Y/N						
Yorkshire and Humber Regional executive Board	Yes	Executive Member Development & Regeneration or nominee	1	May-08	May-07	Andrew Carter	Con
Yorkshire and Humber Regional Planning Board	Yes	Executive Member Development & Regeneration or nominee	1	May-08	May-07	Barry Anderson	Con
Yorkshire and Humber Regional Transport Board	Yes	Executive Member Development & Regeneration or nominee	1	May-08	May-07	Andrew Carter	Con
Yorkshire Indoor Cricket School	No	No	3	May-08	May-07	Keith Parker	Lab
				May-08	May-07	Ronald Feldman	Con
				May-08	May-07	Chris Townsley	Lib Dem
Yorkshire Power Stations Joint Environmental Committee	Yes	Exec Member Neighbourhoods and Housing or Nominee	1	May-08	May-07	Barry Anderson	Con
Yorkshire Regional Flood Defence Committee	Yes	Executive Member Development & Regeneration or nominee	1+ 1 sub	May-08	May-07	Ralph Pryke	Lib Dem
				sub	May-08	May-07	Vacancy
Yorkshire Tourist Board	Yes	Exec Member Leisure or Nominee	1	May-08	Jan-08	Ryk Downes	Lib Dem
Local Government Yorkshire and Humber	Yes in part	Leader of Council	4	May-08	Jan-08	Richard Brett	Lib Dem
				May-08	May-07	Stuart Golton	Lib Dem
				May-08	May-07	Andrew Carter	Con
				May-08	May-07	John Procter	Con

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Report of the Chief Democratic Services Officer

Member Management Committee

Date: 19th February 2008

Subject: Members' ICT Developments

Electoral Wards Affected:

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

Executive Summary

This report provides an update on issues in relation to Members' ICT system. In particular, it provides the following :

A position statement with respect to the provision of PDAs (Personal Digital Assistants) to Members.

Confirmation of the establishment of a representative group of Members to work with Officers to investigate appropriate Case Management solutions and progress residual issues emanating from the ICT upgrade.

A comparison between the former ICT support arrangements for Members and those introduced with effect from 17th December 2007.

Details of a recent request for software to be added to the Members Approved ICT Hardware and Software catalogue.

1.0 Purpose of this Report

- 1.1 This report presents Members with an update on several ICT issues including;
- a position statement with respect to distribution of PDAs (Personal Digital Assistants) to Members;
 - confirmation of the establishment of a group of Members to work with officers to progress the investigation into an appropriate Case Management solution for Members and to take forward residual issues emanating from the ICT upgrade;
 - comparison of previous and current support arrangements; and
 - confirmation of requests for additions to the Approved Members ICT Hardware and Software catalogue.

2.0 Background Information

- 2.1 Following the completion of the ICT Upgrade project, we have been able to make PDAs (Personal Digital Assistants) available as a service offering to Members. A report to the October meeting of this Committee outlined the process for Members to obtain PDAs and committed to reporting back on their use.
- 2.2 At the meeting of Group Whips in December 2007 it was determined that a representative group of Members should be established to explore the requirement of a Case Management solution and also to progress with Officers residual ICT issues emanating from the ICT Upgrade Project.
- 2.3 At their January meeting, Group Whips requested for a report to be provided which compares current and previous Members ICT support arrangements.
- 2.4 The report to the October meeting of this Committee also confirmed the process for Members to request additions to the Approved Hardware and Software catalogue. The report indicated that the initial decision on whether or not the hardware or software is added to the catalogue is taken by Democratic Services based on criteria such as:
- The availability of existing alternative software or hardware on the corporate catalogue
 - The number of Members who would benefit from it's inclusion
 - The costs of offering the hardware or software
 - Budget availability

A listing of requests for new hardware and software, together with a rationale for inclusion/exclusion is provided to this Committee in order that a Member perspective can be offered and the decisions be reconsidered as appropriate.

3.0 Main Issues

Members PDAs

- 3.1 Members will recall that the report to this meeting in October 2007 indicated that following a successful pilot involving 4 Members and the conclusion of the Members ICT upgrade rollout, PDAs would be offered to more Members.

- 3.2 The report then outlined the approach for Members to request a device; a drop-in session was organised prior to the full Council meeting on 31st October to brief interested Members on the functionality of the devices and also presented an opportunity to register their interest in receiving a PDA. Alternatively requests could be made via Members' respective Group Support Manager or Democratic Services Officer.
- 3.3 A total of 27 Members have now been provided with a M3100 PDA (Personal Digital Assistant) either as part of the initial pilot or the subsequent roll out. Allocation has been as follows:
- Labour Group 10
 - Conservative Group 9
 - Liberal Democrat Group 4
 - Morley Borough Independents 3
 - BNP 1
- 3.4 Feedback from Members with respect to the use of the devices has generally been extremely positive notwithstanding the significant issues we have experienced with respect to replication (copying of email and calendar data between the devices and the back office systems) during this period.
- 3.5 Corporate ICT services are constantly working with partners (Orange and Commontime) to introduce improvements and solutions have been implemented recently which have stabilised this aspect of the service.
- 3.6 It is too early at this stage to provide detailed analysis of the costs associated with the provision of PDAs but this information will be provided to a future meeting.

Case Management / Post-Upgrade residual issues

- 3.7 At their December meeting Group Whips requested that a representative group of Members be defined from within the Member Development forum to work with officers to progress the residual issues emanating from the ICT Upgrade and also to investigate and scope the requirements of a Case Management solution for Members.
- 3.8 The membership of this group has been established and dates for meetings are currently being scheduled.
- 3.9 Members will recall that following the ICT upgrade, a mini survey was conducted asking all Members 2 questions:
- How did the process of installing new IT equipment go for you, and,
 - Are you currently experiencing any difficulties or problems with your ICT equipment?

A summary of the responses to these questions was provided in a report to Group Whips at December 2007 which consisted of a range of issues which could broadly be grouped around familiarisation of the new systems, some training issues and a hard core of technical and/or operational/policy issues which needed to be resolved.

- 3.10 Officers have contacted Members individually to clarify the nature of these problems, resolving these where possible and obtaining additional detail where

appropriate (e.g. a response of system slowness could be to do with logging on or searching or accessing the portal etc.).

- 3.11 With respect to exploring Case Management system, again Members were surveyed to determine requirements. This resulted in a broad range of responses which indicated that a range of solutions for managing casework may be appropriate.
- 3.12 Preliminary research has been carried out by officers but the purpose of the representative group is to define and scope the requirements more clearly in order that a way forward can be agreed.

Revisions to Members ICT Support Arrangements

- 3.13 With effect from 17th December 2007 ICT Service Desk have offered ICT support within service hours, 0800 – 1730 Monday to Friday (except Bank Holidays and extended Council Holidays). During these standard office hours, Service Desk Officers give priority to resolving Members ICT issues (identified through them being logged via the dedicated Members ICT Help Desk number – 247 4866). Previously this function was provided by a multi-skilled team residing with Civic Hall. Due to a broad range of duties this team could not guarantee to provide a dedicated helpdesk support function and an answerphone was employed to enable Members to report ICT issues when no officer was available to take the call.
- 3.14 Historically a range of officers have been provided with front-line ICT support by dialing 247 4866. A key part of the process of centralising the support function associated with this number has been to transition support arrangements for those officers to the standard ICT Service Desk number. The Members dedicated ICT Help Desk number is now solely for the use of Members and those officers providing direct support to Members.
- 3.15 Initially following the service transfer, a message was provided on the Members ICT Support line confirming that the 247 4866 support number should only be used by Members and those directly involved in supporting Members. At the request of a Member this message has now been removed, although Corporate ICT Services continue to monitor the usage to ensure that Members ICT issues continue to be prioritised
- 3.16 During January a total of 204 calls were received. It should be noted that this figure contains a number of test calls designed to monitor service levels etc. The average call rate for the month is around 10 calls per day. The average queue time was 00:48 seconds. Service response was 87.25% of calls answered within 30 seconds. There were 16 abandoned calls, of which 9 were in the first 20 seconds and are not measured, This is because in the event of a service outage, a message will be placed on the line, informing customers of the issue. This usually results in the customer listening to the message and then ending the call. As such, it is industry best practice not to measure these calls.
- 3.17 Out of hours ICT support arrangements have also been amended. As Members will be aware, previously there were telephone-based support arrangements provided by Members ICT officers between 17.00 and 20.00, Monday to Friday, between 10.00 and 12.00 on Saturday mornings and 12.00 and 13.00 on Bank Holidays. Out of hours support has always been provided on a best endeavours basis with issues being resolved over the telephone wherever possible.

3.18 The Out of Hours support function is now provided by the Network Management Centre (NMC). NMC officer staff the ICT Service Desk phone line and provide an element of first level support. The NMC is staffed at all times except between 19:00 on a Saturday evening and 08:30 on Sunday morning. The NMC cover Bank Holidays as dictated by business needs.

It should be noted that the principal function of the NMC is with respect to operational support and maintenance activities outside of standard working hours. Hence there will be occasions when the team members are not available to answer telephone calls.

3.19 The NMC can provide basic services as follows:

- Network password resets
- Re-enable disabled accounts
- Basic advice on use of the portal / desktop

Where the nature of the ICT problem is outside of this, assistance with logging a support call will be provided.

3.20 If a support call cannot be resolved at the first point of contact, it would then be passed to the relevant technical support team for further investigation. If the nature of the problem is such that it requires a technical officer to visit in order to repair, this will continue to be provided within standard service hours. Where appropriate the option of attending a Member's home in order to resolve a technical problem will still be available but wherever possible we would encourage Members to bring their laptops into Civic Hall.

3.21 As previously reported, there are a number of advantages to these revised arrangements including:

- Reduction in cost of service provision
- Quicker response times
- Better informed support personnel
- More accurate reporting mechanisms
- Standardisation of support provision
- Release of technical support staff to concentrate on resolving more complex ICT problems

3.22 A further offering which will be made available to Members is the facility to log Service Desk calls using ICT online. This service is intended to provide an alternative channel for Members to log their ICT support calls and may be particularly useful outside standard working hours. This service is currently being upgraded and full details of how to log a support call using this method will be provided to all Members when the new service is formally launched. The anticipated timescale for this is late spring 2008.

Hardware and Software

3.23 As confirmed at the October meeting, the Members' ICT Hardware and Software Catalogue and the process to request additions has been defined.

3.24 Appendix A identifies the software requested since the last Member Management Committee meeting.

4 Implications for Council Policy and Governance

- 4.1 The recommendations in this report do not have any implications for Council Policy or Governance.

5 Legal and Resource Implications

- 5.1 The recommendations in this report do not have any legal implications.

6 Recommendation

- 6.1 Members are asked to note the contents of this report and to offers such guidance and advice as they consider necessary with regard to the development of ICT support to Members.

Appendix A

Requests for Additions to Members Approved Software catalogue - January 2008

Request	Number of Members Requests	Supported Corporately	Cost	Added to Catalogue (Y/N)	Rationale for inclusion / exclusion
Software					
Transyt 12	1	Yes	£1,200.00	N	Cost prohibitive, an alternative solution is being explored around officers providing a more complete service to the Member who requested the software

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