

Report of Chief Officer Digital and Information Officer

Report to Member Management Committee

Date: 24th March 2020

Subject: Skype for Business for Elected Members

Are specific electoral wards affected? If yes, name(s) of ward(s):	<input type="checkbox"/> Yes <input type="checkbox"/> No
Has consultation been carried out?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Will the decision be open for call-in?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, access to information procedure rule number: Appendix number:	<input type="checkbox"/> Yes <input type="checkbox"/> No

Summary

1. Main issues

- Provide an update on the rollout of Skype for Business for Elected Members

2. Best Council Plan Implications (see the [latest version of the Best Council Plan](#))

- Sustainable Infrastructure – strengthening digital infrastructure and inclusion
- Health and Wellbeing – supporting remote and mobile working

Recommendations

- a) Note of development taken place

1. Purpose of this report

- 1.1 To provide an overview of the Skype for Business offer for Elected Members.

2. Background information

- 2.1 As part of the work stream to profile Elected Members workstyles, remote working capabilities have been assessed and action has taken place to enable Elected Members to utilise the Skype for Business application.
- 2.2 The decision to roll this functionality out to Elected Members has been expedited due to the Coronavirus epidemic.
- 2.3 DIS and Democratic services have responded quickly and positively to ensure Elected Members have the ability to continue to engage with the Council and constituents through digital means.

3. Main issues

- 3.1 The application and functionality had not previously been rolled out to Elected Members, meaning the ability to work remotely and join conference calls has been limited.
- 3.2 Skype for Business has now been enabled on all Councillor Devices.
- 3.3 The functionality available to Members includes secure access to make internal peer to peer telephone calls, full conferencing abilities, access Skype based meetings (other than formal committee meetings), federation with other Skype for Business organisations (such as NHS and CCG's) and ability to download the mobile app, to their mobile devices.
- 3.4 Enterprise Voice numbers have been reserved and will be assigned in the coming weeks. This will allow external telephone calls to be made via the public switched telephone network (PSTN)
- 3.5 14 separate training and support sessions at Civic Hall on Skype for business have been set up to ensure that Members can utilise the full functionality of the application.
- 3.6 Additional sessions will be organised in conjunction with the group support office to cover; conferencing equipment adding delegation rights, call forwarding, voicemail set-up, voicemail playback, the on-hold feature and call transfer capability.
- 3.7 Super User training has been arrange to ensure longevity of support through the group office staff
- 3.8 Online user guidance and eLearning has been shared for self-help guides for Elected Members to refer to
- 3.9 Locations of conferencing and Skype equipment at Civic Hall have been shared with Elected Members
- 3.10 This digital development supports the paperless meeting agenda.

4. Corporate considerations

4.1 Consultation and engagement

4.1.1 Engagement with the Member Development & ICT working group has taken place and their input has been invaluable to developing the offer to Elected Members which underpins the way in which they choose and need to work.

4.2 Equality and diversity / cohesion and integration

4.2.1 Software and training offerings will be mindful of any assistive technologies that individuals may require.

4.3 Council policies and the Best Council Plan

4.3.1 There are no specific implications for Council Policy in relation to this report, however by changing the way in which Members can access Skype for Business and conferencing, it will be possible to work in an increasingly mobile way, reducing travel needs and reliance on printing. These will support the Council's environmental policy objectives and Climate Emergency.

4.4 Resources, procurement and value for money

4.4.1 The proposals set out in this report will see the return of investment in technology allowing better remote and collaborative working

4.5 Legal implications, access to information, and call-in

4.5.1 Proposals will be mindful of relevant legislation around Security provisions, licensing arrangements to protect both the individual member, the organisation and the personal and sensitive information that they utilise on behalf of citizens

4.6 Risk management

4.6.1 There are no significant risks arising from this report.

5. Conclusions

5.1 Given the current and future need to be able to work remotely, it is appropriate to rollout the functionality of Skype for Business to Elected Members with associated support and training.

5.2 The offer has been developed in conjunction with the Member Development and ICT working group as well as democratic services to provide the functionality and training that supports the ways in which Members choose and need to work, as well as providing the flexibility and sustainability to enable the Council's ambitions to be realised.

6. Recommendations

6.1 Members are requested to note the proposals set out in this paper about the rollout of the Skype for Business application and functionality.