



Report of the Chief Officer (ICT)

Member Management Committee

Date: 1st July 2011

Subject: Report to provide an update on ICT Matters

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 This Report

1.1 The purpose of this report is to provide a position statement on the ICT projects and services which impact on elected Members.

2.0 Background Information

2.1 ICT Service provision to New Members

2.1.1 This report provides a summary of the ICT service provision to those new members elected in May 2011.

2.2 Case Management System

2.2.1 A position statement on the development of the Members Case Management system project is provided below.

2.3 Changes to Email Code of Practice

2.3.1 At the meeting in March 2011, this Committee recommended that the current Members ICT Usage Guidelines be amended in accordance with the recommendation of Standards Committee. This report provides an update on progress following that recommendation.

2.4 Members ICT Working Group

2.4.1 The Member ICT Working Group was established in 2006. This Member Group is regarded as key to the continuing improvement of ICT Service provision to elected members. It is proposed therefore that the group be reinstated for the 2011/12 municipal year.

3.0 Main Issues

3.1 ICT Service provision to New Members

3.1.1 A Project Lead was identified to manage the provision of network and email accounts and the allocation of ICT equipment to the new members as well as organising the cessation of accounts and collection of kit from former members. The Project Lead was also tasked with reviewing the current arrangements to identify where processes could be improved in the future.

3.1.2 In accordance with the recommendations of this Committee, the majority of the new Councillors (8 of the 9) are utilising their own private broadband, in conjunction with the Council's VPN service, to access the LCC network from their homes. The other member has opted for LCC to source a broadband provider for him and will access the Council's ICT network in a similar manner.

3.1.3 2 Induction sessions for the new Members were held on 17th May. These were attended by 8 of the 9 new Members and included:

- An overview of the ICT support arrangements available
- A run through the ICT Usage Guidelines
- A short presentation on the Council's Information Governance arrangements by an Officer from the Information and Knowledge Management team
- "Getting Started" Training sessions including:
 - Logging into the Council network from various locations (home, within Council Buildings, wirelessly etc.)
 - Using Microsoft Outlook (including email and calendar functionality)
 - Introduction to the Members Casework system
- Further guidance with respect to additional ICT training

3.1.4 The Member who was unable to attend either of the sessions was offered an individual session at a more convenient time, had an overview of the key elements over the telephone and was provided with the same "Getting Started" documentation.

3.1.5 The Induction sessions were also used to confirm the New Members ICT requirements in order that their needs could be met as expediently as possible.

3.1.6 We have surveyed the new members to determine their experience of the processes and to feed in to the "lessons learned" as part of continual improvement in this area.

3.2 Members Case Management System

3.2.1 Following the recommendation of this Committee at the March meeting that the enhancements and developments outlined in that report be progressed, a Project Lead was identified to manage the next phase of the development.

3.2.2 A business case was presented to the Monthly ICT Commissioning Board and the amendments were approved for the necessary resources to be allocated. The development work will therefore commence as expediently as possible.

3.3 Changes to Email Code of Practice

3.3.1 Members will recall that it was reported at the March meeting of this committee that the Standards Committee in July 2010 considered a report on cases of Member

misconduct which had been referred to the First-Tier Tribunal (Local Government Standards in England). One of the cases related to a Councillor who was found to be in breach of the Code of Conduct because he had forwarded four inappropriate 'joke' e-mails, some of which were based upon religion.

3.3.2 The Standards Committee resolved to :

'recommend that the Members E-Mail Code of Practice is amended to include specific reference to messages that are discriminatory on the grounds of religion, age, and disability.'

The specific part of the Members E-Mail Code of Practice that the Committee would like to be amended is paragraph 2.4, to change the bullet point which says

'racist, sexist or otherwise discriminatory or harassing' to

'discriminatory on the grounds of race, gender, religion, age or disability, or otherwise discriminatory or harassing'

3.3.3 At the March meeting, Member Management Committee recommended that the Members ICT Usage Guidelines be amended in accordance with the recommendation of Standards Committee.

3.3.4 Following this recommendation, a report has been provided to the Director of Resources to amend the Members Email Code of Practice under his delegated powers.

3.4 Members ICT Working Group

3.4.1 A working group consisting of a representative from the Conservative, Labour, Liberal Democrat and Green groups was established by Member Management Committee in 2006. This Group has been instrumental in advising, and working with officers, to tailor ICT service provision to meet the needs of elected members.

3.4.2 The Working Group was also key in finalising the requirements and assisting in the Members Case Management system to ensure that it meets the needs of wider Members.

3.4.3 There will be a significant number of changes and improvements to ICT Service provision during the coming year, particularly under the auspices of the Essential Services Programme which will involve significant upgrades to the software which Members utilise (including Windows 7 operating system and Microsoft Office 2010). The Member ICT Working Group is recognised as a key forum for agreeing the most appropriate means of undertaking the actual upgrade work and associated training to meet the specific needs of elected members.

3.4.4 This report therefore proposes that the Group continues in 2011/12.

4.0 Implications For Council Policy And Governance

4.1 There are no changes to Council Policy and Governance.

5.0 Legal And Resource Implications

5.1 There are no legal or resource implications.

6.0 Conclusions

6.1 This report is to provide Member Management Committee with an update on the key ICT Service and project issues affecting elected Members.

7.0 Recommendations

7.1 Members are requested to note the contents of this report.

7.2 Members are asked to agree the continuation of the Member Development Working Group and determine its membership.

8.0 Background Papers

8.1 No background papers were used to produce this report.