

Report of Chief ICT Officer

Report to Scrutiny Board (Resources and Council Services)

Date: 3rd October 2011

Subject: Members ICT Survey

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" 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 checked="" type="checkbox"/> No

Summary of main issues

1. A survey was undertaken over the summer of 2011 to determine the perception of Elected Members with respect to the current ICT Service provision
2. 32 Members responded to the survey which covered aspects of service provision ranging from levels of satisfaction with current support arrangements to obtaining information around hardware, software, and connectivity requirements. Members were asked to respond to 9 Statements on a 5 point scale ranging from **1** (Disagree strongly) to **5** (Agree strongly). A copy of the survey is included in the Background documents to this report.
3. The average response across all categories was 3.346 out of 5 or c67%.

Recommendations

4. Scrutiny Board is asked to note the contents of this report
5. Scrutiny Board is asked to support that the findings of this survey be used to inform a project to update the ICT service provision to Elected Members. Proposals to follow via the Members ICT Working Group and Member Management Committee.

1 Purpose of this report

- 1.1 The purpose of this report is to provide feedback on the findings of a survey across all elected members undertaken by Corporate ICT Services with respect to their current ICT service provision.

2 Background information

- 2.1 Following discussions at the July meeting of the Resources and Council Services Scrutiny Board, ICT Services agreed to undertake a survey to obtain a view from Members with respect to their perception of their current ICT service provision.
- 2.2 The survey was comprised of 9 statements ranging from levels of satisfaction with current support arrangements to obtaining information around hardware, software, connectivity and other requirements to inform a project to update the ICT service provision to Members to assist them in carrying out their Council duties. The 10th element invited respondents to indicate the single change which would improve his or her ICT experience. There was also space for respondents to record "Any other comments".
- 2.3 Each of the 9 Statements requested a response on a 5 point scale ranging from **1** (disagree strongly with the statement) to **5** (Agree strongly with the statement). There was also an opportunity to indicate "Not Applicable" as it is recognised that all of the questions would not necessarily apply to all Members.
- 2.4 The survey was circulated to all Elected Members on Friday 22nd July requesting responses by Friday 26th August.
- 2.5 There were a total of 32 responses to the survey.

3 Main issues

- 3.1 Within the 32 responses to the survey there was a widespread range of views.
- 3.2 2 Members returned the survey form indicating that they do not currently make use of ICT Service provision and therefore indicating "Not Applicable" responses across the board (although one of these respondents did indicate a 4 to the statement asking if the Councillor was aware who to contact for information or assistance on ICT issues).
- 3.3 There were a variety of views in relation to each of the questions with the overall average response across all questions being 3.346 out of 5 or 67% (although there were significant variations within that average and indeed in the answers in relation to each statement).
 - 3.3.1 The lowest average rating was of 3 out of 5 (or 60% satisfaction) in relation to statements 1 and 3

- Statement 1 asserted that the choice of ICT equipment provided enabled a Member to carry out their Council duties effectively (1 Councillor indicated 5 out of 5 whilst 3 Councillors regarded the choice of equipment provided warranted a 1 out of 5 score)
- Statement 3 outlined the current ICT support arrangements, indicating that “Out of Hours” provision is currently on a “best endeavours” basis and queried whether the support options and service levels met their needs. 3 Councillors indicated that the current arrangements merited 5/5 whilst 4 Councillors indicated 1/5.

3.3.2 The statement which attracted the highest degree of support was No. 6 in relation to the option of providing email and calendar to personal mobile devices. This attracted an average response of 77% with 9 Councillors indicating strongly that they would like to make use of this functionality when it is available.

3.4 The comments included in the final 2 sections (“The Single change which would improve my ICT Experience” and “Any other Comments”) also provided a range of responses.

3.4.1 9 Members referred to an improvement in performance of the current provision including aspects such as length of time to log on and reliability of connection service (particularly from home) as being of paramount importance to them.

3.4.2 A further 9 respondents indicated that they would welcome increased functionality including specifics such as being able to use WiFi at home and the ability to synchronise email and calendar functions with personal devices.

3.4.3 5 others made reference to different support arrangements with views ranging from the provision of face-to-face rather than telephone support; extending the ICT support hours to accommodate those who work full-time; and the availability of a dedicated help line (including someone on call). A further respondent indicated that they would welcome an email address for reporting non-urgent support issues.

3.4.4 Further training was also highlighted by some as the single change which would improve their ICT experience.

3.4.5 2 respondents confirmed that on the whole they are provided with a “good service with good support”.

4 Corporate Considerations

4.1 Consultation and Engagement

4.1.1 The survey form was circulated to all Elected Members during the summer of 2011.

4.2 Equality and Diversity / Cohesion and Integration

4.2.1 There are no implications for Equality and Diversity resulting from this report

4.3 Council Policies and City Priorities

- 4.3.1 There are no implications for Council Policies or City Priorities resulting from this report.

4.4 Resources and Value for Money

- 4.4.1 There are no implications for Resources or Value for Money considerations directly resulting from this report although such considerations will be incorporated if the recommendation to utilise the findings to inform a project to update the ICT Service provision to Elected Members is approved.

4.5 Legal Implications, Access to Information and Call In

- 4.5.1 Not applicable

4.6 Risk Management

- 4.6.1 Not applicable

5 Conclusions

- 5.1 There are a range of views dependent on numerous factors which affect their responses. These factors undoubtedly include how Members choose and need to work, the physical location of their property and their level of ICT knowledge.
- 5.2 The general themes emanating from the survey, which are indicated above can be used to inform a project to amend and update the ICT Service offering to Elected Members.

6 Recommendations

- 6.1 Scrutiny Board is asked to note the contents of this report
- 6.2 Scrutiny Board is asked to support that the findings of this survey be used to inform a project to update the ICT service provision to Elected Members. Proposals to follow via the Members ICT Working Group and Member Management Committee

7 Background documents

10. The single change which would improve my ICT experience is:

Any other comments:

Thank you for completing this questionnaire.

Please return it by email to Andy.Keightley@leeds.gov.uk or Andy Keightley, Business Relationship Manager, ICT Services, Ground Floor, Westgate, 6 Grace Street, Leeds, LS1 2RP.