

Cheltenham Borough Council
Cabinet
14 April 2015
Scrutiny Task Group Review – Members ICT
Cabinet Member Response

Accountable member	Councillor Jon Walklett, Cabinet Member Corporate Services
Accountable officer	Mark Sheldon, Director of Resources
Key decision	No
Executive summary	<p>At its meeting on 10 February, Cabinet considered a report from the Overview and Scrutiny Committee on the recommendations from a scrutiny task group set up to consider Members ICT.</p> <p>At the meeting, the Cabinet Member Corporate Services welcomed the report and highlighted the success of the iPad roll out to date. Cabinet felt there were some issues to follow up in relation to training and equality so noted the scrutiny report at that stage and requested a further report once these issues had been reviewed. This work has now been completed and so the recommendations are being brought back to Cabinet for approval.</p> <p>I commend the Scrutiny task Group's Review of the proposed Members ICT Policy and seek colleagues support for the four recommendations.</p>
Recommendations	<p>That Cabinet agrees the recommendations set out in the Scrutiny Task Group report in that:</p> <ol style="list-style-type: none">1. the Members' ICT Policy as set out in Appendix 2 is endorsed and publicised to all Members, thereby demonstrating Cabinet's support for the move to paperless meetings2. the recommendations in respect of Members signing up to the policy before accepting a council iPad (including the retrospective requirements) should be implemented by Democratic Services Manager,3. the recommendation regarding encouraging Members to participate in training and development designed to enhance their use of ICT equipment and applications provided is taken forward by the Cabinet Member Corporate Services in liaison with ICT and Democratic Services,4. the recommendation regarding Members' ICT provision being kept under review in order to take advantage of new developments in technology is taken forward by the Cabinet Member Corporate Services in liaison with ICT and Democratic Services. In addition this should include ensuring that all Members have access to a common set of facilities and applications on their Council iPad by offering updates to Members when new facilities are available.

Financial implications	<p>The financial implications of the review are included in scrutiny task group report. There is a clear business case moving from paper copy for accessing committee papers to using iPads. If Members embrace the change, there could be printing savings in excess of £4,000 per annum.</p> <p>Contact officer: Mark Sheldon, mark.sheldon@cheltenham.gov.uk, 01242 264123</p>
Legal implications	<p>No legal implications arising from the recommendations.</p> <p>Contact officer: sarah.halliwell@teWKesbury.gov.uk, 01684 272692</p>
HR implications (including learning and organisational development)	<p>No HR implications arising directly from this report</p> <p>Contact officer: Julie McCarthy, HR Manager julie.mccarthy@cheltenham.gov.uk</p>
Key risks	As set out in the report
Corporate and Community Plan implications	
Environmental and climate change implications	<p>The move to paperless meetings delivers a financial saving on paper, but the environmental benefit is less clear since it is influenced by sourcing, manufacturing processes and energy use.</p> <p>Gill Morris, Client officer, gill.morris@cheltenham.gov.uk</p> <p>Tel: 01242 264229</p>
Property/Asset Implications	The use of iPads in meetings will be reliant on Wi-Fi facilities being available in the meeting rooms.

1. Background

- 1.1 This report sets out the Cabinet Member's response to the scrutiny task group recommendations and outlines the additional work that has been done on considering the implications of these recommendations.

2. Why do we need a Members ICT policy to support the roll out of iPads?

- 2.1 The prime purpose of the policy in Appendix 2 is to set out clearly what is being provided for Members in terms of ICT and the expectation of them, particularly with the regard to the loan of a council iPad and the move to paperless meetings.

- 2.2 Any change in communications technology comes at a cost and following the successful roll-out of iPads to members during 2014 this council needs to provide necessary ongoing funding to meet current and future demand.
- 2.3 With potentially 40 Members requiring a new or replacement iPad over a four year period this equates to the need to find or save £4000 (10 x £400) per annum. Democratic Services currently estimate the annual cost of printing hard copy agenda papers for Members use @ £4000 (40 x £100).
- 2.4 Clearly therefore with the advantages of the Mod.gov application the use of iPads by Members could and should reduce the need for printed hard copies of Cabinet/Council and other committee agendas and reports.

3. Equality issues

- 3.1 Cabinet raised the question of whether some members may experience physical difficulties in using the iPad and asked whether there were any equality issues. Democratic Services carried out an Equality Impact Assessment and this is attached as Appendix 3. The conclusion was that no member with a disability would be adversely affected by the roll out. If any Member elected now or in the future has a disability then there options that could be put in place to address their needs. This could include opting not to receive an iPad, using an adapted one and/or continuing to receive paper copies in larger print or braille if necessary.
- 3.2 Although we will continue to encourage members to go paperless through using an iPad, there will always be options for Members who do not want to go down this route. These include:
- continued use of personal home based PC – without utilising a personal or CBC iPad and continuing to receive paper copies
 - use own personal iPad – configured to accept CBC mails and Mod.gov
 - use other personal PSN approved device – such as Smartphones
 - Members with a Council iPad can print papers at home or use Municipal offices based CBC follow me printing to print off selected reports (although there will be a corporate printing cost associated with the later)
- 3.3 Although we will be working with officers to endeavour to produce all reports in a form that can be used on an iPad we can always make an exception when there is a need to produce paper copies where it would aid their readability.
- 3.4 In this way flexibility is being offered to Members. The only essential requirement as set out in the policy is that Members accepting a Council iPad MUST be prepared to go paperless.
- 3.5 Members may be reassured that Cheltenham Borough Council is taking a very similar approach to many authorities. Of the many authorities attending a recent national modern.gov user conference, the majority of authorities were moving down the paperless route and councils offering Council iPads were all getting Members to sign up in some way to give their commitment to going paperless. In Gloucestershire, Gloucester City are going paperless having provided Council iPads and Forest of Dean are encouraging all their members to purchase their own.

4. Training issues

- 4.1 All Members receiving an iPad have been offered training. This was originally offered by ICT and covered the basics of using an iPad. The training has been enhanced to cover the modern.gov app and is now delivered by Democratic Services so it can be more focussed on supporting members in the move to paperless meetings.

4.2 Following the issues raised at Cabinet, Democratic Services have reoffered training to all Members in group form or on a 1 on 1 basis. They are also actively increasing their knowledge of the application and seeking good practice from other authorities. This does not negate the need for good technical support from ICT in continuing to enhance the iPad facilities offered to members. ICT Support Centre will continue to be the first point of contact for any technical problems with the iPads that members may experience.

5. Further developments

5.1 Since we started the pilot in September 2014, it has already become apparent that the technology and applications move forward quickly. For example the iPads now being issued are considerably lighter than the ones issued last year. There is also an option for attachments received via outlook to be opened (but not edited) in Word or Excel, thus making them easier to read. It is important the ICT continue to maintain an up to date list of facilities that can be made available to members on the Council iPad and take steps to keep all members up to date. This can be achieved by inviting Members to come in to ICT to have their iPad updated or by doing this remotely wherever possible.

5.2 A number of Members have asked whether exempt papers and non-public meetings could be made available on the modern.gov app. These would include working groups where agenda packs are currently circulated by email which does not provide the facilities that the modern.gov app provides to make comments/notes on the document electronically.

5.3 I am pleased to advise members that Cheltenham Borough Homes are looking to purchase the modern.gov system and we are hoping that this will provide a good platform for securing the restricted app for both parties at a favourable price.

6. Consultation and feedback

6.1 The Cabinet Member Corporate Services was involved in the review and has had further consultation with his Cabinet colleagues and other members.

7. Performance management –monitoring and review

7.1 The roll out of Members ICT will continue to be monitored by Democratic Services in liaison with ICT.

	Contact officer: Rosalind Reeves, Democratic Services Manager, Rosalind.reeves@cheltenham.gov.uk, 01242 77 4937
Appendices	<ol style="list-style-type: none"> 1. Risk Assessment 2. Members ICT policy 3. Equality Impact Assessment
Background information	<ol style="list-style-type: none"> 1. Scrutiny task group report and covering report to Cabinet 10 February 2015.

The risk				Original risk score (impact x likelihood)			Managing risk				
Risk ref.	Risk description	Risk Owner	Date raised	Impact 1-5	Likelihood 1-6	Score	Control	Action	Deadline	Responsible officer	Transferred to risk register
	If Members do not support the move to paperless meetings then the printing savings will not be achieved and the business case for the iPads will not be realised.	Rosalind Reeves	1/12/2014	3	3	9	Reduce	Get Cabinet support for the initiative via the Members ICT policy Get Members to sign an agreement before accepting the iPad.		RR	
	If Members are not clear on what ICT support is available they may not have the tools they require to support them in their role.	Rosalind Reeves		2	2	4	Accept	Continue to communicate to new and existing Members and offer training		RR	

Explanatory notes

Impact – an assessment of the impact if the risk occurs on a scale of 1-5 (1 being least impact and 5 being major or critical)

Likelihood – how likely is it that the risk will occur on a scale of 1-6

(1 being almost impossible, 2 is very low, 3 is low, 4 significant, 5 high and 6 a very high probability)

Control - Either: Reduce / Accept / Transfer to 3rd party / Close