

Bolsover District Council

Meeting of the Customer Services Scrutiny Committee on 19th June 2023

Review of Members ICT & Support and ICT Service Delivery – Executive Response

Report of the Chair of Customer Services Scrutiny Committee

Classification	This report is Public
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PURPOSE/SUMMARY OF REPORT

- To present Executive's Response to the Review of Members ICT & Support and ICT Service Delivery to Customer Services Scrutiny Committee.

REPORT DETAILS

1. Background

1.1 This review initially commenced during the 2020/21 municipal year, as a result of operational issues raised by the pandemic.

1.2 The initial aim of the review was:

- To ascertain the impact of the pandemic on ICT Service delivery and review the effectiveness of Member ICT equipment and support provision.

Once the review was re-started in 2022/23 the aim refocussed on Member ICT equipment and support.

1.3 The initial review period took place from November 2020 to March 2021. Members identified the following issues for investigation:

- Impact of the pandemic on ICT service delivery
- Member Connectivity
- Remote support for Member iPads
- Member ICT Equipment
- Support for Virtual Meetings
- Chamber ICT equipment

1.4 Once the review was recommenced, Members prioritised the following issues:

- Remote support for Member iPads
- Member ICT Equipment
- Member ICT Support
- Creation of a Member ICT Working Group
- Chamber/Meeting Room ICT equipment

2. Details of Proposal or Information

2.1 The original review commenced during the pandemic. Members looked at a range of issues including:

- Impact of pandemic/remote working/support to onsite meetings on IT service delivery – focus was on compliance with SLA targets, impact on Servicedesk, capacity of service and impact on budgets
- Member Connectivity – 3G/4G and WIFI
- Remote support for Member iPads
- Member ICT Equipment – queries raised around suitability of kit, ability to update, compatibility with documents
- Support for Virtual Meetings – by Governance/ICT/Communications
- Chamber ICT equipment i.e. microphones, cameras, facility to livestream/produce recording

2.2 Following the removal of the temporary legislation enabling remote/hybrid meetings to be held for social distancing, the issues relating to delivery of such meetings ceased and were not investigated further. Due to lobbying and consultation at a national level on possible changes to legislation around local government meetings (following the end of temporary legislation), and also for internal work on structure reviews (Governance Team), the review was paused while Members waited for updates. This also allowed Members to focus on other work. Furthermore, Members were aware of discussions at Member Development Working Group and did not want to duplicate work already in place with a scrutiny review.

2.3 Key issues that were not taken further during the initial review were as follows:

- Member connectivity
- support for virtual meetings
- impact of the pandemic/remote working on ICT service delivery

2.4 Following assessment of evidence in the original review phase Members agreed recommendations linked to the monitoring of ICT service delivery.

2.5 Towards the end of 2021/22 municipal year, Members acknowledged that there were still a number of issues remaining unresolved as well as new issues that now needed addressing. They agreed that pending duplication of any existing work, it should form part of the 2022/23 work programme. In the early part of the 2022/23 municipal year, Members became aware that there was no longer a risk of duplicating work by other Member groups and were keen to pick the review back up. Members were still concerned with the following:

- Remote support for iPads to enable easier updates

- Member ICT equipment, Members ICT support
- Chamber/meeting room ICT equipment
- Power supply within the Council Chamber
- Creation of a Member IT Working Group
- Accessibility of mod.gov
- Access to the intranet

2.6 The Committee met on five occasions in 2020/21 and four occasions in 2022/23 and sought evidence by way of:

- Informal discussions with officers
- Informal Member/Officer meetings
- Written summary of potential ICT kit options
- Briefing on revised Member ICT Support service
- 2 site visits to Ashfield District Council and Gedling Borough Council

2.7 The Committee put together 13 recommendations which will hopefully assist the Council in improving equipment provision and support to Members and the operation of meeting spaces within a modern post-Covid environment.

2.8 The key findings arising from the review were:

- That the ICT equipment within the Chamber and meeting rooms required an urgent review to ensure it remained fit for purpose for current and future delivery of meetings. This would need to include replacement microphones, voting facilities, provision of cameras to enable full use of online meeting software and recording/streaming of meetings where required. Due to ongoing lobbying for a change in legislation in relation to local government meetings, the Council must ensure it is able to deliver more accessible public meetings where required.
- That the ICT equipment provided to Members be reviewed to ensure it remains fit for purpose in terms of operational delivery, compatibility of systems, ICT security and ease of use.
- That the full roll-out of Microsoft 365 will have significant benefits to the management of Member equipment and should improve Member contact with officers once Teams is made available.
- That WIFI provision within the Arc be reviewed and improved to ensure greater coverage within core public areas, Member office areas and in proximity to meeting rooms.
- That the profile of the Joint ICT service be raised through increased visibility in core performance monitoring reports.

2.9 On presenting the final report to Executive, Members approved all recommendations.

3. Reasons for Recommendation

3.1 Members are required to make their report and findings public, in accordance with Part 4.5.17(4) of the Constitution.

- 3.2 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(1) of the Constitution.
- 3.3 Members must note Executive's response to the review recommendations and agree to review progress on the approved recommendations. A progress report will be submitted in six and twelve months' time, with any exceptions to expected delivery highlighted.

4 Alternative Options and Reasons for Rejection

- 4.1 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(1) of the Constitution and as such the report cannot be rejected.

RECOMMENDATION(S)

- 6.1 That Members note Executive's Response to the Review of Members ICT & Support and ICT Service Delivery.
- 6.2 That Scrutiny Members make their report and findings public, in accordance with Part 4.5.17(4) of the Constitution.
- 6.3 That Officers monitor progress on the recommendations and report in six and twelve months' time highlighting exceptions to delivery, in accordance with Part 3.6(1) of the Constitution.

Approved by Executive

IMPLICATIONS:

Finance and Risk: Yes ☐ No ☒

Details: There are a number of recommendations in the report that relate to further investigation of replacement ICT equipment, both personal and within meeting rooms, and improvements to WIFI provision. These will require additional investigation and further reports to Executive in due course in relation to the individual decisions. Depending on costs associated this may also require a tender process and agreement for additional budget allocations in the MTFP to be approved by Council.

On behalf of the Section 151 Officer

Legal (including Data Protection): Yes ☒ No ☐

Details: In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in Part 1A, s9F(2) of the Local Government Act 2000.

On behalf of the Solicitor to the Council

Environment:

Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment.

Details: Improvements to Members ICT equipment will hopefully in the long-term lead to a significant reduction in paper usage and a move to full usage of electronic committee papers. This will generate a carbon reduction in relation to paper usage and associated costs benefits.

Staffing: Yes ☐ No ☒

Details: There are no implications from this report.

On behalf of the Head of Paid Service

DECISION INFORMATION

Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i>	No

District Wards Significantly Affected	All
Consultation: Leader / Deputy Leader <input checked="" type="checkbox"/> Executive <input type="checkbox"/> SLT <input checked="" type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input checked="" type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Details: Specific engagement as part of the evidence gathering process.

Links to Council Ambition: Customers, Economy and Environment.
Customers <ul style="list-style-type: none"> Improving customer contact and removing barriers to accessing information Environment <ul style="list-style-type: none"> Reducing our carbon footprint whilst supporting and encouraging residents and businesses to do the same.

DOCUMENT INFORMATION

Appendix No	Title
1	ER to Review of Members ICT & Support and ICT Service Delivery

Background Papers
<i>(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive you must provide copies of the background papers).</i>
Please contact Scrutiny & Elections Officer where further information is required.