

EXECUTIVE RESPONSE TO RECOMMENDATIONS OF SCRUTINY REVIEW			
Title of Review:	Review of Members ICT & Support and ICT Service Delivery		
Timescale of Review:	November 2020 – March 2021 (phase 1) December 2022 – March 2023 (phase 2)	Post-Monitoring Period:	12 months commencing May 2023. Interim report due November 2023.
Date agreed by Scrutiny:	March 2023	Date agreed by Executive:	April 2023

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
CSSC22-23 1.1	That performance of the ICT service be incorporated to the quarterly performance reports produced via PERFORM to both raise the profile of the service and ensure delivery was monitored alongside all other key service areas.	Greater visibility of service performance as part of council-wide performance.	July 2023 onwards	Assistant Director for ICT Information, Engagement & Performance Manager	Officer time	<p><u>ICT:</u> ICT statistics can be added to the quarterly reports and are added to the PERFORM system when requested. A report is already distributed to the Joint ICT Committee quarterly which provides performance data along with other performance related information relating to the Joint ICT service, this is distributed to committee members including three members from BDC and is made available on the website for review: AGIN 8 Terms of Reference.pdf bolsover.gov.uk Committee details - Joint ICT Committee - North East Derbyshire District Council ne-derbyshire.gov.uk</p> <p><u>Performance Team:</u> Two indicators are currently reported to</p>	Recommendation Approved.

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						<p>SLT, but these are not reported to Scrutiny/Executive as part of the KPI report. These can easily be included in quarterly reporting from 2023/24. Additional KPIs included in reports to Joint ICT Committee can be added to the system/reports as Members determine. Further work would be required with Members to determine what data they would like to see presented, from that already collated by ICT.</p> <p>It may also be timely to consider how information considered at Joint ICT Committee is communicated back to the wider group of Councillors and how Members receive District specific data in relation to the SLA targets.</p>	
CSSC22-23 1.2	That an email alert be sent to Members as and when new	Greater visibility of service performance as	July 2023 onwards	Assistant Director for ICT	Officer time	There is no direct communication from the Performance team to	Recommendation Approved.

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	performance data becomes available within PERFORM.	part of council-wide performance.				<p>Members currently to alert that new information is available.</p> <p>The PERFORM application is not real-time reporting, it is updated at specific intervals. The system itself does not generate alerts to users.</p> <p>Scrutiny Members currently receive data via quarterly reports only and there is limited, if any, access by Members of the system.</p> <p>Service Managers can send their own alerts out to advise Members that new data is available should they wish to view it.</p>	
CSSC22-23 1.3	That there should be adequate PC/laptop provision to ensure Member access to PERFORM to view performance data.	Improved Member access to performance data.	Dependent on assessment of equipment and Budget allocation.	Assistant Director for ICT	<p>Officer time</p> <p>Budget allocation (if additional equipment required. This will require Executive/Council approval.)</p>	Perform is not accessible via non networked devices, The Performance team would need to look for an alternative product if this is required so access could be provided via the iPads. Reports are produced quarterly for	Recommendation Approved.

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						Scrutiny/Executive which provide some of this information. Another PC can be installed pending budget allocation, but we will need to know what is required above what is already available.	
CSSC22-23 1.4	That the necessary works are completed in the Chamber to upgrade the power supply. This will future proof the space enabling all those in attendance to access power and accommodate the move to use of electronic devices for committee papers. This would also likely be required should alternative speaker/chamber systems were purchased. As per quote supplied at Appendix 1.	Improved power resource to enable Members/officers to move to full use of electronic devices for access to committee papers. Improved capacity/capability of use of the Chamber for large scale events/meetings.	Dependent on decision re Chamber systems.	Governance & Civic Manager (advisory only) Corporate Property Manager	Officer time Budget allocation (requiring Executive/Council approval)	This can be delivered pending agreement by Members on any changes to the chamber systems and would require budget allocation and approval by Executive/Council.	Recommendation Approved.
CSSC22-23 1.5	That consideration be given to providing additional	Improved access to internal	<i>Awaiting confirmation</i>	Assistant Director of Leader's	Officer time	<i>Awaiting confirmation from Service.</i>	Recommendation Approved.

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	access to ERIC (Intranet) either via an extranet link or additional on-site PC/Laptop provision for Members.	communications and documentation/ reports for Members.	<i>from Service.</i>	Executive, Partnerships, Governance & Communications Communications, Marketing & Design Manager Governance & Civic Manager (advisory only)	Budget allocation (if additional equipment required. This will require Executive/Council approval.)		
CSSC22-23 1.6	That the roll-out of Microsoft Teams access for Members be delivered as a priority action post-election to ensure new Members have improved connectivity to officers.	Full engagement of Members in the roll out of M365 leading to more efficient operations and Member connectivity.	Sept 2023	Assistant Director for ICT	Officer time	This will be dependent on Members bringing their equipment into the Arc when requested to do so.	Recommendation Approved.
CSSC22-23 1.7	That additional boosters be installed within the Arc to secure a more efficient WIFI service, particularly in proximity to the ground floor Member areas and Meeting rooms.	Improved WIFI service provision for Members, officers and the public.	<i>Awaiting confirmation from Service.</i>	Assistant Director for ICT	Officer time Potential budget allocation if beyond existing resources. (This will require Executive/Council approval.)	<i>Awaiting confirmation from Service.</i>	Recommendation Approved.
CSSC22-23 1.8	That a Member ICT Working Group be created and added	Improved engagement of Members in	31/8/2023	Governance & Civic Manager	Officer time	Member ICT Working Group meetings are scheduled for 23/24	Recommendation Approved.

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	to the Meeting Schedule for 2023/24. <i>(This has been added to the Schedule approved at Council in March 2023.)</i>	design and delivery of their ICT services.		Assistant Director for ICT		although there is still some work to do regarding membership of the group and how it will function.	
CSSC22-23 1.9	That a review of the Chamber and Meeting room ICT equipment takes place post-election, based on the evidence gathered, in conjunction with the Member ICT Working Group, Assistant Director for ICT Services and the Governance & Civic Manager. This should incorporate as a minimum a replacement microphone system and an improved projector system within the Council Chamber.	Improved meeting/ conference equipment to enable council business/ meetings (and bookings for private external meetings) to be conducted in an accessible and modern format.	To be determined	Assistant Director for ICT Governance & Civic Manager Member ICT Working Group	Officer time Budget allocation (Executive/ Council approval)	At this stage it is difficult to provide a specific target date as it will be dependent on Executive/ Council decisions and the procurement process once a decision has been taken on the systems required in the Chamber. Further exploration of systems to take place during the 2023/24 municipal year.	Recommendation Approved.
CSSC22-23 1.10	That a review of Members ICT Equipment provision takes place post-election in conjunction with	Improved Member ICT equipment that is fit for purpose post-covid, with provision for	October 2023	Assistant Director for ICT Governance & Civic Manager	Officer/ Member time	This will be dependent on work completed with the new Members ICT Working Group and wider consultation with Members. Once a clear	Recommendation Approved.

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	the new Member ICT Working Group.	remote updates, access to remote meetings.				solution is identified, a target date for implementation of new equipment can be determined. The initial target date reflects a deadline for agreeing whether there is to be a change in equipment provision or not.	
CSSC22-23 1.11	That where a decision be made to remain with iPads as the preferred Member device, that the option be made available for either the 10.9" or 12.9" screens to accommodate those requiring a larger screen size. Furthermore that a case and charger be provided as standard with the option of a keyboard if required.	Provision of Members ICT equipment that meets accessibility needs.	October 2023	Assistant Director for ICT Governance & Civic Manager	Officer time Budget allocation (Executive/Council approval)	This will be dependent on work completed with the new Members ICT Working Group and wider consultation with Members. Once a clear solution is identified, a target date for implementation of new equipment can be determined. The initial target date reflects a deadline for agreeing whether there is to be a change in equipment provision or not.	Recommendation Approved.
CSSC22-23 1.12	That an ICT Support drop-in session be made available at all Council meetings. <i>(This was initially trialled at Council in</i>	Improved Member ICT support and guaranteed access to support at key times, when	March 2023 onwards	Assistant Director for ICT	Officer time	This is in place, providing Governance schedule ServiceDesk to be available at the start of the full council meetings and planning meetings. A member of	Recommendation Approved.

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	<i>February and March 2023.)</i>	Members are on site.				the Servicedesk will be available 30 minutes before the meeting to provide assistance to members. Resources are not available to do this for every council meeting, but the Servicedesk is contactable over the phone between 8:00-17:30 and can schedule individual appointments as required.	
CSSC22-23 1.13	That consideration be given to a revised approach to Member ICT Training, both face-to-face and online, to ensure Members remain able to use their ICT equipment effectively.	An improved approach to Member ICT Training.	October 2023	Assistant Director for ICT Governance & Civic Manager	Officer time	This is in progress, we have recently created iPad guides advising Members how to do common tasks and are continuing to update these as new applications are introduced. We will be adding links to these with training videos and guides to assist them further. Feedback from the Members Working Group will help to input into what training is required.	Recommendation Approved.