

RESPONSE TO SCRUTINY COMMITTEE ON IMPLEMENTATION FOLLOWING SCRUTINY REVIEW

Title of Review:	Review of Members ICT & Support and ICT Service Delivery		
Timescale of Review:	November 2020 – March 2021 (phase 1)	Post-Monitoring Period:	12 months commencing May 2023. Interim report due November 2023.
	December 2022 – March 2023 (phase 2)		
Date agreed by Scrutiny:	March 2023	Date agreed by Executive:	April 2023
Total No. of Recommendations and Sub Recommendations	Achieved	On track	Extended
	Achieved (Behind target)	Overdue	Alert

Key Achievements:

- 1.1 / 1.2 & 1.3 Key performance statistics monitored by the ICT services will be added to the quarterly performance report sent out to Members by the Information, Engagement and Performance Team.
- 1.6 Microsoft Teams has been made available to all Member devices.
- 1.6 Ipads can now be updated remotely, fingerprint unlock has been enabled, improved web filtering software.
- 1.8 ICT has been added to the agenda of the Members Development Group as of January 2024.
- 1.12 Providing Governance schedule ServiceDesk to be available at the start of the full council meetings and planning meetings. A member of 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.

Reasons for non-implementation of Recommendations:

- 1.3 The Perform software does not provide real-time reporting, the Information, Engagement and Performance Team provides the information available in the Perform system via the Quarterly report, therefore access to Perform is unnecessary. There is however a desktop computer in the Members area to use.
- Further feedback is required from Members via the next Members Development group to clarify and progress some of the recommendations.

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
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.	Assistant Director for ICT Information, Engagement & Performance Manager	July 2023 onwards	October 2023	Complete	Officer time	This will be added to the Q2 report sent out to all Members.
CSSC22-23 1.2	That an email alert be sent to Members as and when new performance data becomes available within PERFORM.	Assistant Director for ICT	July 2023 onwards	October 2023	Complete	Officer time	Performance data is available Quarterly and is distributed by the Information, Engagement and Performance Team to all Members.
CSSC22-23 1.3	That there should be adequate PC/laptop provision to ensure Member access to PERFORM to view performance data.	Assistant Director for ICT	Dependent on assessment of equipment and Budget allocation.	October 2023	Complete	Officer time Budget allocation (if additional equipment required. This will require Executive/Council approval.)	The information on the Perform system is the same as the information reported by the Information, Engagement and Performance Team on a quarterly basis. Access to perform would not provide any additional information, however there is a desktop pc available for Members to log onto

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							in the Members room and Cabinet/Junior Cabinet will have access to laptops.
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.	Governance & Civic Manager (advisory only) Corporate Property Manager	Dependent on decision re Chamber systems.		Awaiting outcome of January 2024 Member Development Group.	Officer time Budget allocation (requiring Executive/Council approval)	Waiting on any decision regarding chamber systems before carrying out any work. This will be raised at the next Member Development Group in January 2024.
CSSC22-23 1.5	That consideration be given to providing additional access to ERIC (Intranet) either via an extranet link or additional on-site PC/Laptop provision for Members.	Assistant Director of Leader's Executive, Partnerships, Governance & Communications Communications, Marketing & Design Manager	<i>Dependant on requirements</i>		Awaiting outcome of January 2024 Member Development Group	Officer time Budget allocation (if additional equipment required. This will require Executive/Council approval.)	Eric has purposely been developed as a staff intranet and is not available externally to the network. This will be raised at the next Member Development Group in January 2024 to

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
		Governance & Civic Manager (advisory only)					establish what information Members want from Eric before proceeding.
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.	Assistant Director for ICT	Sept 2023	October 2023	Complete	Officer time	All Members now have access to Teams on either an iPad or corporate laptop.
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.	Assistant Director for ICT	May 2023		In progress.	Officer time Potential budget allocation if beyond existing resources. (This will require Executive/Council approval.)	The capacity of the internet connection used by the Members and Public wi-fi has been increased which should improve performance. Some of the public wi-fi devices were not working properly and these have been reset, replacement ones are on order. A survey of the Members/Corporate wi-fi is in progress, and we are looking at options to replace these. In the interim Staff with access to

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							network cables have been asked not to use the corporate wi-fi as these connections are impacting performance of the wi-fi for Members.
CSSC22-23 1.8	That a Member ICT Working Group be created and added to the Meeting Schedule for 2023/24. (<i>This has been added to the Schedule approved at Council in March 2023.</i>)	Governance & Civic Manager Assistant Director for ICT	31/1/2024		Complete	Officer time	ICT has been added to the agenda for the Member Development Group as from January 2024.
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	Assistant Director for ICT Governance & Civic Manager Member ICT Working Group	To be determined		Awaiting outcomes of January 2024 Member Development Group	Officer time Budget allocation (Executive/ Council approval)	Awaiting feedback from the next Member Development Group. Replacement Microphones and projectors would likely be the costliest element of the system to replace. Officers need a steer to understand what the issues with the current equipment are and if there is appetite to look at replacements.

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
	projector system within the Council Chamber.						
CSSC22-23 1.10	That a review of Members ICT Equipment provision takes place post-election in conjunction with the new Member ICT Working Group.	Assistant Director for ICT Governance & Civic Manager	October 2023		Awaiting outcome of January 2024 Member Development Group	Officer/ Member time	Awaiting feedback from the January 2024 Member Development Group
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.	Assistant Director for ICT Governance & Civic Manager	October 2023	Dependent on review of Members ICT equipment provision	Awaiting outcome of January 2024 Member Development Group	Officer time Budget allocation (Executive/Council approval)	Dependent on feedback of January 2024 Member Development Group All devices are provided with a Case and charger and optional keyboard (ipad). Cabinet and Junior Cabinet have laptops with larger screens and a Member who required a larger screen.
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>	Assistant Director for ICT	March 2023 onwards	8/3/2023	Complete	Officer time	This is in place, providing Governance schedule ServiceDesk to be available at the start of the full council

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
	<i>February and March 2023.)</i>						meetings and planning meetings. A member of 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.	Assistant Director for ICT Governance & Civic Manager.			In progress and awaiting outcome of January 2024 Member Development Group.	Officer time	Training documentation has been handed out with devices when they were issued, and one-on-one training is offered via a Servicedesk appointment which several Members have made use of. Feedback from the Members development group will help establish what training is

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							required to develop a members training plan.