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) December 2022 – March 2023 (phase 2)	**Post-Monitoring Period:**		12 months commencing May 2023. Interim report due November 2023. Second Interim report due September 2024.	
Date agreed by Scrutiny:	March 2023	**Date agreed by Executive:**		April 2023	
Total No. of Recommendations and Sub Recommendations	**Achieved** 7	**On track** 0		**Extended** 4	
	Achieved (Behind target) 2	**Overdue** 0		**Alert** 0	

Key Achievements:

- 1.1 / 1.2 &1.3 Key performance statistics monitored by the ICT services have been 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:
- 1.4 & 1.9 are still waiting for decisions to be made by the Chief Exec and Assistant Director of ICT
- 1.5 no progress made to date due to other work pressures.

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		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		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	July 2023 onwards	October 2023		Officer time Budget allocation	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

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							information, however there is a desktop pc available for Members to log onto 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.	Assistant Director of ICT Corporate Property Manager Governance & Civic Manager (advisory only)	Dependent on decision re Chamber systems.	TBC		Officer time Budget allocation (requiring Executive/Council approval)	First Interim: 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. Awaiting outcome of next Member Development Group. Second Interim: The Chief Executive and Assistant Director of ICT are currently working on the

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							procurement of a new system for the Council chamber. Any works on necessary power upgrade will be included in this work.
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 Governance & Civic Manager (advisory only)	Dependant on requirements	TBC		Officer time Budget allocation (if additional equipment required. This will require Executive/Council approval.)	First Interim: 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 establish what information Members want from Eric before proceeding. Second Interim: No progress made to date due to other work pressures. This will be raised at the next Member

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							Development Working Group, but the issue still stands with no access to ERIC externally unless they log in via the network due to ICT security issues.
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	July 2023 onwards	October 2023		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	Spring 2024		Officer time Potential budget allocation if beyond existing resources. (This will require Executive/Council approval.)	First Interim: 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

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							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 network cables have been asked not to use the corporate Wi-Fi as these connections are impacting performance of the wi-fi for Members. Second Interim: The wi-fi access points have been upgraded.
CSSC22-23 1.8	That a Member ICT Working Group be created and added to the Meeting	Governance & Civic Manager	July 2023 onwards	August 2023		Officer time	ICT has been added to the agenda for the Member

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	Schedule for 2023/24. (*This has been added to the Schedule approved at Council in March 2023.*)	Assistant Director for ICT			■		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 projector system within the Council Chamber.	Assistant Director for ICT Governance & Civic Manager Member ICT Working Group	TBC	TBC	■	Officer time Budget allocation (Executive/ Council approval)	First Interim: 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. Second Interim: The Chief Executive and Assistant Director of ICT are currently

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							working on the procurement of a new system for 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	TBC		Officer/ Member time	<u>First Interim:</u> Awaiting feedback from the January 2024 Member Development Group <u>Second Interim:</u> ICT are moving mailboxes into the cloud which is a prerequisite to looking at alternative devices and options for Members.
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	Assistant Director for ICT Governance & Civic Manager	October 2023	Spring 2024		Officer time Budget allocation (Executive/Council approval)	<u>First Interim:</u> Dependent on feedback of January 2024 Member Development Group All devices are provided with a Case and charger

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	requiring a larger screen size. Furthermore that a case and charger be provided as standard with the option of a keyboard if required.						and optional keyboard (ipad). Cabinet and Junior Cabinet have laptops with larger screens and a Member who required a larger screen Second Interim: Member feedback did not request larger screens.
CSSC22-23 1.12	That an ICT Support drop-in session be made available at all Council meetings. (*This was initially trialled at Council in February and March 2023.*)	Assistant Director for ICT	March 2023 onwards	March 2023		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 the Servicedesk will be available 30 minutes before the meeting to provide assistance to members. Resources are not available to do this

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							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	October 2023	June 2024		Officer time	First Interim: 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 required to develop a members training plan Second Interim:

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							ICT is now covered at every meeting of Member Development Working Group and any needs raised at the group will be covered through the member development training programme.