

CEREDIGION COUNTY COUNCIL

Report to:	Democratic Services Committee
Date:	24 March 2023
Title:	Report in relation to the Members' survey undertaken in relation to ICT requirements
Purpose of report:	To consider the findings of the Members' survey undertaken in relation to ICT requirements

Introduction

During the meeting of the Democratic Services Committee held 16 December 2022, it was resolved to issue a survey to all Councillors regarding their ICT requirements.

A survey was sent to all Councillors on Monday 6 February 2023 to be completed by 17 February 2023. The survey addressed digital capabilities as well as technological requirements in order to identify whether additional training is required.

The survey

15 Members responded to the survey (39% of all Members).

The survey addressed the following themes:

Theme	No of requests for additional training / reminder
Accessing documents on the Council's website such as the Constitution and Local Development Plan	2
Accessing Meeting Calendar and Reports on the Council's website	2
Accessing CLIC to make enquiries	None
Accessing 'My Account'	3
Accessing e-learning platform	4
Using Zoom and Teams to attend meetings	2
Using Teams Forms to answer questionnaires	8
Accessing my e-mail, my account and Office 365 software from other devices	7
Accessing equipment and software when working remotely	5
Accessing Modern.gov app and selecting meeting of interest	2
Annotating and bookmarking in the Modern.gov app	9
How to store and use data in terms of GDPR	3
Understanding GDPR requirements in relation to social media	None
Understanding the need to clearly state that you are a County Councillor when using social media	1

Each of the respondents have been contacted directly with instructions and guidance on how to access documents on the Council's website, accessing the meeting calendar and reports, using CLIC and 'My Account', accessing the e-learning platform, accessing Modern.gov, and annotating and bookmarking; and further support offered in terms of demonstrating the Modern.gov app, annotating and bookmarking on a one to one basis following a meeting of the Council.

All of the Members that noted they required additional training in terms of attending meetings via Zoom and Teams have now utilised both systems for meetings, and all bar one of the Members that noted they required training on responding to questionnaires via Teams Forms have used this system to complete the questionnaire on Timings of Meetings. Support has been offered to the outstanding Member when the system is next utilised. In relation to GDPR, 30 Members have attended the training provided, however all Members are welcome to attend a further session due to be scheduled as a refresher. Members have been asked to contact ICT if they require support in accessing the Office 365 software, e-mails etc from other devices and when working remotely.

ICT Equipment

During a meeting of the Democratic Services Committee held 7 March 2022 it was proposed that the Council provide councillors with the same provision as council staff as this is proven to meet modern office and home working requirements. The proposed solution allows safe and secure access to all services and documents needed by Councillors to carry out Council business remotely or in person. To include:

1. A Windows Laptop with the same specification as for council staff.
2. Software configuration to allow access to appropriate internal corporate systems.
3. Two 24" screens with internal docking capability or separate docking station. Allowing the laptop to be connected with a single cable.
4. A keyboard, mouse and headset
5. Carry cases require personal choice to meet the users' needs and preferences. Members should source their own to meet their personal needs. However, a basic laptop case will be provided on request.
6. Ceredigion email address and Office E3 365 account.
7. Use of Microsoft 365 Office applications in line with Microsoft licencing agreement. This will allow Members to install Office application on up to 5 personal devices.
8. Provision of a printing and scanning facility in each of the Members' Rooms in Penmorfa and Canolfan Rheidol.
9. Access to Wi-Fi in all council offices.
10. Secure access to email and Office files from personal mobile devices
11. Appropriate training and briefing on data protection and use of any issued devices.
12. ICT support from corporate ICT service desks and remote support via telephone and remote access during service desk hours.
13. Only agreed software to be installed as with council staff.
14. Printers will not be provided as we seek to support electronic working and environmentally friendly practices that will contribute to the Council's Carbon Management Plan. Printing of any letters can be sent to the Corporate post

room who will print and post the letters on your behalf (the same service as is provided to Council services)

15. All Members must sign and agree to the Council's acceptable use policy and Councillor Data security policy.

The report noted that this proposal will provide each Councillor with a solution that allows them to remote attend all council meetings through the new chamber remote attendance solution.

All Members are able to access their emails through the Office 365, where they use their own mobile device to connect to this secure cloud service. Devices must meet the automated security policies at the time of access.

Members are responsible for their own GDPR and policy compliance and should take additional care if sharing, downloading or storing any sensitive data.

All Members are able to opt-in to an allowance scheme towards costs such as telephone usage and they are able to use this towards a mobile data contract for their own mobile device.

During the meeting it was resolved that following the election, new Members would be issued with the same equipment that was provided to current Members in January when i-pads were de-commissioned and to refer the matter for discussion by Council during the next administration.

Funding was allocated during the 2022-23 financial year to purchase the equipment as set out above, and towards the cost of repair / replacement, and ongoing ICT service and support to Members.

During a meeting of the Democratic Services on 16 December 2022, Members asked that a survey be conducted regarding their ICT requirements.

The following requests for additional equipment were submitted:

	ITEM	REASON
1	Mobile phone	Not prepared to give my personal phone number out
2		I did not take the two computer screens from Ceredigion due to lack of spaces to keep them
3	iPad	It would be good to have an ipad again, so that we can take out and access what we need like before. The laptops don't have internet access unless you can hook up to someones
4		Although impossible it would be good to put Modern on a device of our choice – just one for everyone – but not necessarily DELL.
5	Computer screens	I don't have two screens

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| 6 | 2 screens | I haven't received anything other than the laptop |
| 7 | SIM card; | Second phone number for Council work. |
| 8 | SIM card for the laptop | Contact when working outside the home/office where there isn't 3G/4G/5G |
| 9 | Mobile device
ipad or similar | Having 4g connection capabilities made it much easier to use a mobile device last term when I needed connection when out in the local area/events/visiting constituents etc. I would also use it to connect to meetings when I could not be at home. Laptop is useful on occasions but have to have wifi and mobile phone screen is too small to look at/show documents or attend meetings. Whilst I know I can access Office 365 from a private mobile device I would be much happier getting one through the authority (happy to pay for it like last time, as not to effect the departments budget) so that the device had the needed security etc |
| 10 | Printer | Whilst modern.gov has reduced the need for printing etc I still find it very useful to print some pages/elements of document occasionally, especially when there are some points I want/need to reference in a very large document and finding these/moving from one point to another is difficult on screen. I also used the printer on occasion historically to share information locally, I try to do as much as possible online but there is still an element of the population who do not use social media so hard copies are sometimes much effect the budget but would feel safer getting the equipment through the authority. more practical. Again, would be happy to pay for it as not to effect the budget but would feel safer getting the equipment through the authority. Whilst I understand that I can use these buildings anywhere as often as I used to be and sometimes needed to print things quickly the printers in the offices etc due to hybrid meetings I am not in and couldn't wait until the next time I attend a meeting in purpose. |
| 11 | Mobile phone | It would be useful if it was possible to get a sim card for my existing mobile phone or an authority mobile phone in order to have a "official" council number to give out publicly. It has always been that we have used our own mobile number but unfortunately the way in which some individuals have began contacting us/speaking to us can be very unpleasant and having my own private number as my Councillor contact number is not ideal. Again would consider paying for it/share the cost, but it would be good to know what options are available. |
| 12 | ipad | Its easier to take to meetings, site visits for camera evidence etc, can do councillors work on the move if you are away from home. |

- 13 2 screens I only received a laptop – where can I get the 2 screens from please
- 14 Office 365 software I wasn't aware that we have received this software for use with up to 5 pieces of equipment
- 15 Ipad / 4G Perhaps an Ipad or access to 4G would be useful – when I'm back in work it will be easier for me to get access to meetings remotely and is less to carry than a laptop. Sometimes the WIFI in work can be intermittent which makes it difficult to join remotely
- 16 Ipad It would be beneficial when working remotely as I don't believe a laptop has the capabilities of joining the internet when used in open spaces if trying to join a Teams or Zoom meeting
- 17 I Haven't been issued with two screens but I don't need them at this stage thank you. I would appreciate some wireless headphones and mic but not essential!

Recommendations:

To note the report

Appendices: Appendix A – survey questions

Background documents: None

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Date: 20.02.2023