

Report

Cabinet Member for Community & Resources

Part 1

Date: 2 May 2019

Subject Devices for Members 2019

Purpose To provide an assessment of appropriate devices for Members to enable them to carry out their role effectively

Author Digital Services Manager

Ward General

Summary Members need the appropriate technology to enable them to carry out their role effectively. The solution needs to provide efficient and secure access to council information, especially documents relating to the council's democratic process.

Proposal To make a decision on the most appropriate option from those available.

Action by Digital Services Manager
Head of People and Business Change

Timetable Immediate

This report was prepared after consultation with:

- Head of Law and Regulation – Monitoring Officer, and Senior Information Risk Owner (SIRO)
- Head of Finance – Chief Financial Officer
- Democracy and Communication Manager

Signed

Background

The purpose of this report is to provide a series of options for suitable devices for Members and provide an assessment of the advantages and disadvantages of these.

All 50 Members were provided with laptops in May 2017. The laptops were provided to enable Members to undertake their role effectively. These arrangements have been in place for nearly 2 years now so a review is timely.

One of the aims of this review is to look at how we can encourage more Members to use technology in meetings, aiming towards a more paperless, or at least paper-light system. All documents for the democratic process are managed electronically and available to Members as well as the public via the Modern.gov system. However, these documents are currently printed and provided to all Members in paper form. In contrast, the majority of council officers have laptops and use these to access documents at council meetings that they attend. The proposals in this report are intended to support Members in working digitally and therefore reduce the need for printed copies, providing a small saving but, more importantly, environmental benefits, information security improvements, and administrative efficiencies.

Current Device Allocation

As detailed above, all 50 Members currently have laptops provided in May 2017. In addition, smartphones with access to e-mail and voice call facilities are offered to Members with additional responsibilities including the Cabinet and the Chairs of Committees. 15 Members currently have smart phones allocated to them.

Independent Remuneration Panel for Wales (IRPW)

Provision of Members IT equipment must meet the determinations of the Independent Remuneration Panel for Wales (IRPW) in relation to IT support.

Determination 6 of the Independent Remuneration Panel states:-

The Panel has determined that each authority, through its Democratic Services Committee, must ensure that all its Members are given as much support as is necessary to enable them to fulfil their duties effectively. All elected Members should be provided with adequate telephone, email and internet facilities giving electronic access to appropriate information.

Determination 7 of the Independent Remuneration Panel states:-

The Panel has determined that such support should be without cost to the individual Member. Deductions must not be made from Members' salaries by the respective authority as a contribution towards the cost of support which the authority has decided necessary for the effectiveness and or efficiency of Members.

Device Types and Facilities

Smart Phone

Smart phones have the advantage of being a lot smaller so much more portable (the existing Samsung J3 model being issued has a 5 inch screen and weighs 142g). They have internet access and can run apps. They can be used for voice calls which is a major advantage for Members. This smaller size however means they are not practical for reading documents in council meetings. They have touch screens only.

Basic Phone

Basic phones are even smaller than smart phones in size and weight. The existing model is an Alcatel 2038 that weighs 88g. These phones are only capable of voice calls and text messages. They have no internet access or smart facilities in terms of running apps. Therefore, they are not capable of accessing/viewing documents.

Tablet

Tablets are similar in features to smart phones but they do not have the facility for voice calls. These devices are much larger than smart phones so are less portable. They have mobile internet access (4G) and can run apps. They are much more effective for reading document in council meetings as they typically have a screen size of about 10 inches. For example the Samsung Tab A device trialled by Cabinet Member has a 10.1 inch screen and weighs 525g. They have touch screens and the option of a magnetic wireless keyboard and case.

Laptop

By way of comparison, laptops are much larger and heavier than tablets. The laptops provided to Members are relatively compact and light with 12.5 inch screens and weigh 1300g. They are designed for creating/editing content as well as viewing/consuming content using software applications. These models are not touch screen but have a full size keyboard and inbuilt trackpad.

Usage

Smart phones and tablets are mainly designed for consuming/viewing content. Laptops are much more fully featured and are designed for creating/editing content as well as viewing/consuming content. Smart phones and basic phones can be used for conventional voice calls and texts (SMS).

Impact of Council Roll Out of Microsoft Office 365

Microsoft Office 365 will be rolled out across the council over the next few months that will bring about many benefits over the long term. In the short term the solution will enable **secure access to e-mail** and associated attachments on council supplied **and personal devices**. Some Members may prefer to access e-mail on their own personal device, often referred to as Bring Your Own Device (BYOD). Some Members may prefer to access e-mail on equipment provided by the council exclusively for their role as Member.

Training

Whichever option is chosen, the roll out of Microsoft Office 365 and any additional equipment will need to be accompanied by appropriate advice, support and training for all Members. This is already being planned alongside this report.

Financial Summary

- The costs for the three identified options are detailed in the options section with further detail in Appendix 1 below. These range from £30,250 to £51,215 over 3 years. The preferred option has a total maximum cost of £35,430 made up of £12,165 maximum one off cost of and £7,755 maximum p.a. on-going revenue cost
- The one off cost for devices can be met from an existing "tech fund" associated with the council's new mobile phone contract
- On-going costs for devices will need to be met from the Democratic Services Member allowance training budget.

Risks

Paper documents represent a higher risk of the loss of data as electronic access using the devices recommended provides secure access to information required by Members. Therefore, any option that requires the continued use of paper represents a higher risk of data loss. In addition, providing information electronically means that information can be accessed securely anywhere with Wi-Fi or mobile 4G access. All Members need to be provided with devices to ensure compliance with the requirements of the Independent Remuneration Panel for Wales (IRPW).

Risk	Impact of Risk if it occurs* (H/M/L)	Probability of risk occurring (H/M/L)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
Paper documents represent increased risk of data loss for Part 2 documents or sensitive information prior to formal sign off	M	L	Decide on option that provides information electronically to all Members securely	Digital Services Manager
Solution needs to meet the requirements of the Independent Remuneration Panel for Wales (IRPW)	L	L	All options meet the needs of the requirements of the IRPW	Digital Services Manager

* Taking account of proposed mitigation measures

Links to Council Policies and Priorities

This proposal is closely aligned to the [council's digital strategy](#) especially around a digitally empowered workforce and digital by design. The council's Modern.gov system enables access to council documents in a convenient and secure way. This proposal also aligns closely to the Modernised Council aspect of the council's corporate plan.

Options Available and considered

1. Tablet and smart phone for all Members. **£51,215** cost over 3 years (made up of £15,350 one off cost and £11,955 p.a. on-going revenue cost).
2. Tablet or smart phone for all Members based on individual Member choice. Retain smart phone for specified roles only (cabinet Members and specific roles). **£30,250 (maximum)** cost over 3 years (made up of £10,450 maximum one off cost and £6,600 p.a. on-going revenue cost).
3. Tablet for all Members. Retain smart phone for specified roles only (cabinet Members and specific roles). Basic phone to those Members that require one for calls and text facilities only. **£35,430 (maximum)** cost over 3 years (made up of £12,165 maximum one off cost and £7,755 maximum p.a. on-going revenue cost).

Options - Advantages and Disadvantages

Option	Advantages	Disadvantages
1. Tablet and smart phone for <u>all</u> Members	All Members have device suitable for a digital council environment. Information can be accessed anywhere with Wi-Fi or 4G mobile access.	Cost (£51,215 over 3 years) and management of devices much more than other options
	All Members have smart phones for voice calls and e-mail access on truly portable device	
2. Tablet <u>or</u> smart phone for <u>all</u> Members based on individual Member choice plus smart phone for specified roles only	Member choice of device	If any Member chooses a smart phone then this will not be suitable for use in a digital council environment meaning that the digital council objective is not achieved.
	Cost (£30,250 maximum over 3 years) and management of devices much less than option 1 and likely to be cheaper than option 3	Lack of consistency and simplicity
3. Tablet to <u>all</u> Members plus smart phone for specified roles only. Basic phone for those Members that require one for calls and text facilities only.	All Members have device suitable for a digital council environment. Information can be accessed anywhere with Wi-Fi or 4G mobile access.	Only 15 Members have smart phones for voice calls and e-mail access on truly portable device
	Cost (£35,430 maximum cost over 3 years) and management of devices much less than option 1 although would likely be higher than option 2	
	Basic phone option provides cheap and effective facility for voice calls and texts if required	

Preferred Option and Why

Option 3 is the preferred option. Crucially it enables a digital council for all Members enabling secure access to information on a suitable device. The cost of this is considerably less than providing a tablet and smart phone to all Members. It also ensures compliance with the requirements of the Independent Remuneration Panel for Wales (IRPW).

The project to move to Microsoft Office 365 required a change of mobile device management environment. To ensure that devices only needed to be set up once and not rebuilt in a new environment, there has been a delay to any implementation since this report was originally written. The migration to Office 365 has now been completed which is a positive step for the organisation. However, this means that the devices originally planned will need to be reviewed in line with up to date support options to ensure they are fit for purpose and supported.

Comments of Chief Financial Officer

There is no additional impact to the budget as a result of this proposal, up front costs for kit will be met from the existing "Tech Fund" associated with the Council's mobile phone contract whilst the ongoing

revenue costs will be met from existing budgets within Democratic Services. Consideration will need to be given to future funding arrangements once the initial three year deal expires.

Comments of Monitoring Officer

The proposed action is in accordance with the IRP statutory Determination under the Local Government Democracy (Wales) Act, that all elected members should be provided with adequate telephone, e-mail and internet facilities to enable them to effectively fulfil their duties and that these IT facilities should be fully-funded by the Council and not through their individual allowances. The proposed upgrades to their equipment and Office 365, will also provide enhanced security controls and enable greater use of technology as part of the democratic decision-making process.

Comments of Head of People and Business Change

Reduced reliance on paper provides an important benefit to the Council in reducing the risk of the loss of data, with electronic devices providing secure access to information required by Members. Electronic devices can also bring significant benefits in aiding communication and engagement.

The report notes that the proposal is in line with the Council's digital strategy and the Modernised Council aspect of the Council's corporate plan. Effective use of technology within the Council also has synergy with the city's ambition to become a digital hub.

By facilitating involvement and long term environmental benefits, the proposal presents a further opportunity for the Council to embed the sustainable development principle of the Well-being of Future Generations Act within its operations in a practical way.

There are no staffing issues arising from this report.

Comments of Cabinet Member

It is crucial for members to have the equipment required to carry out their role effectively. The proposed devices will help in the move from paper processes to digital methods. I believe this proposal provides a sound solution whilst keeping costs at a suitable level.

Local issues

None identified

Scrutiny Committees

Not applicable.

Equalities Impact Assessment and the Equalities Act 2010

All Members are provided with suitable devices. Where necessary, specific adjustments/arrangements will be made to meet the needs of individual Members.

Children and Families (Wales) Measure

No specific issues identified.

Wellbeing of Future Generations (Wales) Act 2015

In relation to the Wellbeing of Future Generations dimension, the following areas are considered as below:

- Long term: the preferred option is more sustainable by removing the need to print paper documents for council meetings.
- Prevention: the removal of paper, reduces the risk of data loss for part 2 or sensitive information prior to agreement
- Integration: aligns with the council's digital strategy and corporate plan
- Collaboration: enables simpler process for Democratic Services and removes need for Print Room to print documents.

- Involvement: enables Members to access documents more conveniently and simply in any location with Wi-Fi or 4G mobile data which aids the democratic process

Crime and Disorder Act 1998

No specific issues identified.

Consultation

No specific further consultation.

Background Papers

Previous report on devices for Members in 2017.

Dated: 2 May 2019

Appendix 1 – Detailed Cost Breakdown of Options

Option	Purchase costs	Annual on-going costs
1. Tablet <u>and</u> smart phone for all Members		
50 x tablets (Samsung Galaxy Tab A with 4GB data allowance)	50 x £209 each = £10,450	50 x £11.00 p.m. = £6,600 p.a.
35 x additional smart phones (Samsung J3 2017 4GB data allowance, unlimited calls and texts)	35 x £140 each = £4,900	35 x £12.75 p.m. = £5,355 p.a.
Total Cost for 3 years	£15,350	£35,865
<u>Grand total</u>		<u>£51,215</u>
2. Tablet <u>or</u> smart phone for <u>all</u> Members based on individual Member choice. Retain smart phone for specified roles only.		
50 x tablets (Samsung Galaxy Tab A with 4GB data allowance) This represents <u>maximum cost possible</u>	£209 each = £10,450	50 x £11.00 p.m. = £6,600 p.a.
Total Cost for 3 years	£10,450	£19,800
<u>Grand total</u> This represents <u>maximum cost possible</u>		<u>£30,250</u>
3. Tablet for <u>all</u> Members. Retain smart phone for specified roles only. Basic phone for those Members that require one for calls and text facilities only.		
50 x tablets (Samsung Galaxy Tab A with 4GB data allowance)	£209 each = £10,450	50 x £11.00 p.m. = £6,600 p.a.
35 x additional basic phones (Alcatel 2038 with unlimited calls and texts, no data)	35 x £49 each = £1,715	35 x £2.75 per month = £1,155 p.a.
Total cost for 3 years	£12,165	£23,265
<u>Grand total</u> This represents <u>maximum cost possible</u>		<u>£35,430</u>