Chorley Council

Report of	Meeting	Date
Chief Executive (Introduced by the Executive Member for Resources, Policy and Performance)	Executive Cabinet	16 January 2014

MEMBER INFORMATION SYSTEMS

PURPOSE OF REPORT

1. To seek approval for the members IT desktop and associated home package to be replaced entirely with data enabled tablet devices empowering members to access information systems beyond home and office boundaries.

RECOMMENDATION(S)

2. That the proposals outlined in this report and Option 1 is accepted.

3. That upon issue of the tablet device, the current desktop and associated peripherals is withdrawn.

4. The use of tablet devices for officers is agreed if clear business benefits can be achieved in support of the councils Digital Strategy.

5. That procurement of iPad devices, data bundles and protective cases is agreed followed by a phased roll out and training in 2014.

EXECUTIVE SUMMARY OF REPORT

6. Implementing new technology and tablet devices will enable council members to access information on the move, take advantage of secure Wi-Fi access in the main council buildings and contribute to the reduction in paper and printing costs outlined in the council's digital strategy plans.

7. The use of tablet devices by officers will also help improve the efficient delivery of services.

Confidential report	Yes	No

Key Decision?	Yes	No

REASONS FOR RECOMMENDATION(S)
(If the recommendations are accepted)

8. The proposals are in keeping with the council's drive towards improving access to digital information. Option 1 is the favoured solution for business use and Public Service Network (PSN) requirements.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

9. Option 2 would require contributions from member's allowances and likely to cause security concerns for PSN compliance. A like for like replacement of the current desk top provision was also considered and rejected.

CORPORATE PRIORITIES

10. This report relates to the following Strategic Objectives:

Involving residents in improving their local area and equality of access for all		A strong local economy	
Clean, safe and healthy communities		An ambitious council that does more to meet the needs of residents and the local area	X

BACKGROUND

11. The current member desktop package has been in place for a number of years and was initially designed to help promote the use of e-government. Significant changes in technology and the need for on demand access to information has led to a review of systems for members.

12. The drive for efficiencies has led to improvements in digital systems across the Council. The proposed roll out of tablet devices for members and officers will improve access to these systems.

13. Members will be empowered to access information on the move to support engagement with their communities. Specific focus on improvements to e-mails, calendars, internet (browser) and committee related information will be made.

14. The success of this initiative depends on replacement of the current desktop entirely with data enabled tablet devices. This means that if these proposals are accepted all aspect of the current package will be withdrawn including council funded broadband and the home telephone provision.

15. This functionality combined with secure Wi-Fi access at the main council buildings will also contribute to the council's intention to reduce the cost of printing committee agendas which in future would only be produced, as necessary, on council premises.

CURRENT POSITION

16. Several members have volunteered to engage in a proof of concept exercise using tablet devices for a trial period. The project was facilitated by Member Support Working Group.

17. Two device types were trialled and a third rejected on lack of operational merit. The iPad is the most favoured and would present the least user issues which has also been the experience of other local Councils. A number of criterions were set and feedback gathered at the end of the trial period. Improvements suggested will contribute to the final configuration of devices before roll out.

18. Currently council members are entitled to home desktops which may include a Wyse laptop, printer (with consumables) support and access to broadband services and a cordless phone. There may be some variations to this package. Not all Council members exercise their entitlement.

19. Paper copies of committee agendas continue to be circulated to members. The current desktop/package is both costly and restrictive. Tablet devices will enable councillors to access information remotely in their work with residents, report issues and consult with officers and other council members in the convenient way that mobile devices would permit.

20. Existing equipment is also becoming dated and at some point is likely to be in need of a refresh making this is an ideal opportunity to explore new options

PROPOSALS

21. The proposals outlined below are in keeping with the council's drive towards improving access to digital information and recommend;
    o That all councillors utilise mobile/tablet devices to:
        a. Help improve remote working with residents
        b. Promote the use of secure Wi-Fi facilities in the main council buildings
        c. Minimise the printing of agenda papers for councillors, staff and members of the public as far as possible. This may impact particularly on Development Control committee and will be managed accordingly as captured during the trial period and general feedback
    o That tablet devices provide members full use of council information, Microsoft office products through the Citrix desktop
    o That email, calendar, browser and committee information through mod.gov is available through the tablet desktop
    o Downloading of additional apps will be restricted due to compliance with government security needs but agreed secure applications may be pre-loaded. Other applications may also be considered on merit
    o Additional desktops will be provided in the member's room
    o Members will be able to use a limited corporate printing facility when necessary and requested prints will be stored in the councillors MyPrint area and extended to 10 days. The use of tariffs may help members manage onsite printing needs
    o The hybrid mail solution will enable members to produce letters which will be printed and posted offsite in line with the procedure proposed for officers
    o A limited number of paper copies will continue to be provided at committee meetings for shared use by councillors, officers and members of the public
    o That after a period of 6 months the practice of providing paper copies of agendas by post to members of the public should cease once other arrangements are finalised
    o That ICT support will be available at evening committee meetings during the initial roll out phase to ensure continuity of service
    o That the pin number generator used for Citrix will be replaced by a mobile phone application (SecureEnvoy)
    o All information currently circulated to members will be reviewed gradually and replaced by digital systems and online provision

    o That upon issue of the tablet device, the current desktop including broadband, telephone, telephone call package, laptop, printer, the supply of ink cartridges and associated peripherals is withdrawn

22. The implementation of tablet devices will be supported by training as part of any phased roll out.

OPTIONS

23. There are two proposed options:

No	Option	Includes	Replaces	Cost to Member
1	Council supplied and managed iPad Air tablet device	iPad Air Data package (restricted to 1GB per month on 3G/4G network) Device case Office 365* Use of Lync for future calls (VOIP)**	Wyse Laptop Printer Broadband Home line and call package	Council pays for both the tablet and data package and retains ownership and control of device Were 1G data usage has been exceeded the cost of this will be met from member allowance
2	As above	As above	As above	Approx £16.50 per month over two years from member allowance to pay for tablet Data connection paid by Council Were 1G data usage has been exceeded the cost of this will be met from member allowance

* subject to Microsoft licence upgrade with necessary security in place and trial

**part of phone review and successful extended use of Microsoft Lync following proof of concept

24. The move from Government Secure internet (GSi) to Public Services Network (PSN) this year has resulted in a zero tolerance approach by the Cabinet Office necessary to achieve trust across the public network.

25. Option 1 is proposed to meet increasing demands for compliance with PSN. Tablet devices will therefore be purchased, owned and managed by the Council. The use of apps for business or personal use can be considered effectively under this proposal.

26. This option will also help mitigate risk associated with requirements to review access to Council systems on privately owned computers and devices.

SAVINGS/COST

27. Cost of Current desktop

	Capital Cost 2013/14	Budgeted Revenue Costs 2013/14 £
Broadband/Internet Charges	-	9,220
Consumables	-	700
Postages (90% of budget)	-	3,690
Home telephone - rentals	-	8,100
- calls	-	3,050
Telephones – other	-	1,000
	-	
Printing of agenda papers - see Appendix A	-	13,450
Current estimated annual cost of desktop	**-**	**39,210**

28.   Estimated Cost - Proposed Option 1

	Capital Cost	Annual Revenue
Tablet devices 47*£395 – estimated	18,565	
One off security contingency	6,435	
Data Package 47*£14*12 months – capped at 1GB		7,896
Insurance if not covered by main policy - 47@£7.50*12		4,230
Microsoft licence 47@£22		1,034
Microsoft apps for office 47*£41		1,927
Modern.gov restricted app ***		1,500
Total estimated cost	**25,000**	**16,587**

Note: Microsoft apps subject to further evaluation

29.   Estimated Cost - Proposed Option 2

	Capital Cost	Annual Revenue
Tablet devices 47*£395 – estimated	18,565	
Less member contribution from allowance	(18,565)	
One off security contingency	6,435	
Data Package 47*£14*12 months – capped at 1GB		7,896
Insurance if not covered by main policy - 47@£7.50*12		4,230
Microsoft licence 47@£22		1,034
Microsoft apps for office 47*£41		1,927
Modern.gov restricted app ***		1,500
Total estimated annual cost	**6,435**	**16,587**

*** subject to final commercial discussions

30.   The cost of ICT support provided to members is difficult to quantify and has not been taken into account in these calculations but will continue to be a provided service.

31.   As a comparison the potential cost of refreshing existing equipment should all members require kit is as follows:

	Capital	Annual Revenue
Wyse Devices 47@ £450	21,150	
Home Printing devices 47@ £100	4,700	
Total	25,850	39,210

IMPLICATIONS OF REPORT

32.   This report has implications in the following areas and the relevant Directors' comments are included:

33.

Finance	X	Customer Services	
Human Resources		Equality and Diversity	
Legal	X	Integrated Impact Assessment required?	X
No significant implications in this area		Policy and Communications	X

COMMENTS OF THE STATUTORY FINANCE OFFICER

34.   Option 1 as proposed will generate revenue savings of £14.5k (cashable) and £8.2k (non-cashable) and contribute to 2014/15 efficiency saving targets. The purchase of new tablet devices will come from the approved slippage in 2012/13 of £25k budget for Member IT systems.

COMMENTS OF THE MONITORING OFFICER

35.   The provision of the IT kit assists members in the discharge of their Councillor duties. The type of equipment supplied is at the discretion of the authority but, should be considered in consultation with members and taking their views into account. There is no legal requirement to supply paper copies of agendas to members or indeed the public who attend the meetings, the obligation being to publish, which can be accomplished through the internet and display on the Council's website. If the tablet solution can provide members with a usable electronic agenda and will replace the functionality of the existing laptops there is no legal reason to prevent the implementation of the options.

COMMENTS OF THE HEAD OF POLICY AND COMMUNICATIONS

36.   The introduction of mobile tablet devices should support the council's strategic objective to be a council that consults and engages with residents. It will build on the work undertaken over the past 18 months to make the council more open and accessible to residents. An integrated impact assessment will be undertaken following the trial period.

GARY HALL
CHIEF EXECUTIVE

Background Papers			
Document	**Date**	**File**	**Place of Inspection**
Appendix A Estimated cost of agenda printing	11/12/2013	***	Union St

Report Author	**Ext**	**Date**	**Doc ID**
Asim Khan	5447	11/12/2013	***

Estimated annual cost of Agenda Printing

Paper	Pages	Sheets	
Paper required for attendees at committee and other meetings	311,599	155,800	
Additional paper required for public and officers at DC committee	94,577	47,289	
Total sheets of paper required		203,088	
500 sheets per ream of paper		406	reams
"@ £2.30 per ream (see note Agenda Breakdown below)		£934	
Less estimated cost of paper copies still available at meetings		£117	
Estimated Cost of Paper		**£817**	

Printing

Corporate support - total click costs	2,757		From printer reports
- estimated 80% member related		£2,205	
Possible saving on maintenance cost of one printer			
GQP52063 Colour £551.74/quarter		£2,207	
Estimated Cost of Printing		**£4,412**	
Estimated Cost of Time Spent		**£8,221**	
From RCC 2010/11(Corporate support did not complete the 2012/13 exercise) less 10% for reduced printing			
Total Possible Annual Cost of Paper, Printing and Time		**£13,450**	

Agenda Breakdown	**Paper**	**£2.30 for 500 sheets**	
Papers available through internet	120,149	£552.69	
Members Restricted papers	32,166	£147.96	New App needed
Internal meetings	3,485	£16.03	
Additional DC papers mainly for members of the public	47,289	£217.53	Decision needed
	203,088	**£934.20**	