

**PAPER NO.10**

**REPORT TO THE EXECUTIVE MEETING OF 15<sup>th</sup> June, 2015**

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**Meeting:** Executive  
**Date:** 15<sup>th</sup> June, 2015  
**Subject:** Councillor ICT Provision  
**Report of:** Chris James  
**Portfolio Holder:** Cllr James Hallam  
**Status:** Decision  
**Relevant Ward(s):** All

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1. Purpose of the Report

1.1. To consider the options for Councillor ICT provision proposed below and agree what is to be provided.

2. Recommendations:

2.1. Recommended to approve the provision of a standard hardware device as detailed in section 4.5.

2.2. A financial contribution to an existing broadband service will be offered as detailed in section 4.6.

3. Summary of Reasons for the Recommendations

3.1. It is necessary to review the ICT equipment and services offered to Councillors to enable them to gain access to Council information systems; ensuring that a suitable and cost effective solution is provided.

3.2. This review and its resulting decisions will help formalise ICT provision, clarifying the level of service expected and provided.

- Standardised equipment and services will provide consistency for Harborough District Council's (HDC's) Councillors and remove duplication of equipment & services and increase usability.

## 4. Key Facts

### 4.1. Current ICT Provision and support arrangements

- Access to the HDC ICT Helpdesk between 08:00 and 18:00 Monday to Friday as well as Councillor ICT Surgeries before Full Council Meetings.
- Provision of Thin Clients in the Leader's, group and meeting rooms; Councillors can logon to any Thin Client on the network in The Symington Building using their username and password only (i.e. they do not need to use their Two Factor Authentication - 2FA token). A Thin Client hardware setup, including other necessary items (a single monitor, keyboard & mouse), costs approximately £350 each. The cost for a dual monitor Thin Client setup is approximately £500.
- Provision of Wi-Fi for Councillors within the Council Chamber in The Symington Building as well as the Leader's and group rooms. Councillors are provided with credentials to enable connection.
- Provision of a laptop, if required. Equipment refresh is scheduled after 5 years. Individual laptops cost approximately £580. If all 37 Councillors took this option the total cost would be approximately £21.5K.
- Provision of limited support for Councillors' own equipment; for which Citrix software is available (if they chose to not use HDC provided equipment). There are no direct costs for HDC ICT associated with this hardware, but ICT support in setup and ongoing use is still required.
- Provision of Two Factor Authentication (2FA) tokens for all Councillors to enable secure remote system connectivity. These have approximate setup costs of £25 and annual maintenance costs of £24 per Councillor per year. This equates to an initial cost of  $£25 \times 37 = £950$  and  $£24 \times 4 \times 37 = £3.5K$  for maintenance for all 37 Councillors over a four year term.
- Provision of a capped broadband service, if required, with approximate costs of £25 per month per Councillor. If all 37 Councillors took this option the total cost would be  $£25 \times 12 \times 37 = £11.1K - £44.4K$  over the 4 year term.
  - The previous year's annual billed amount for Councillor broadband was approximately £12K; equating to £48K for a four year term. Occasionally additional costs, associated with download limits being exceeded, have been incurred; the broadband service provided is sufficient for HDC's Citrix use.

4.2. The current arrangements are primarily a responsive service (for example provision of a computer and broadband service) as opposed to a universal and consistent offer to all Councillors. Currently approximately half of all Councillors take up HDC's offer of equipment and services. By implication

this limits the Council's potential to implement efficiencies for paper light working.

#### 4.3. An assessment of alternative equipment/options

Enquiries have been made with other LA partners to understand the services they provide; this includes Leicestershire County Council and a number of District & Borough Councils (including Hinckley & Bosworth, Blaby, Oadby & Wigston and Melton).

- Leicestershire County Council:
  - One LCC device of either iPhone/iPad. iPad can be Wi-Fi or 3/4G.
  - Alternatively Councillors can choose to use their own equipment.
  - No broadband service is supplied.
  
- Hinckley & Bosworth BC, Blaby DC, Oadby & Wigston BC and Melton BC:
  - The offer varies across the local authorities from very little to sporadic provision as detailed below at each site.
    - Some councillors use the standard remote working provision (Citrix with Two Factor Authentication – 2FA). No broadband service is supplied.
    - A few Thin Clients have been provided in Councillors' meeting rooms at various sites.
    - Provision of a Councillor Wi-Fi solution for their own equipment to access the internet (and then back in via the Remote Access gateway if required) within most of the council buildings.
    - Consideration of iPad type devices, Whether these devices will be full or partially managed (through a Mobile Device Management tool) is also being evaluated.

4.4. The Council is required by the Cabinet Office to comply with the Public Services Network (PSN) Code of Interconnection (CoIco) to remain connected to the PSN and use services provided by it. This places stringent security conditions on the use of ICT equipment for Council business (which are significantly in excess of those in use by individual members of the public). As a result some of the existing processes for remote connection will continue; for example 2FA.

4.5. A technical evaluation of an alternative option has been undertaken and it is proposed that the standard offer will be a Google Chromebook. Initially this is being piloted with new members and a selected group of other users. Subject to review after 3 months it is intended to roll this out to all members replacing their existing hardware and to cease HDC broadband provision.

4.6. It is clear that the majority of Councillors have existing private arrangements with internet service providers for broadband. This often leads to Councillors having two phone lines and two broadband connections. This doesn't demonstrate value for money. In future the Council propose to make a cash contribution (2015/16 £15 per month) which will require Councillors to make their own arrangements for home broadband.

5. Legal Issues

5.1. Councillors will continue to be bound by the relevant ICT policies when using HDC provided equipment and information systems.

6. Resource Issues

6.1. Predominantly ICT resource is required. However there is potential for an increase in the cost of Councillor expenses, as a results of claims for broadband, impacting cash resources for the Council.

6.2. Resource table – current and proposed costs

Current costs	
c.20 HDC provided analogue lines and Council broadband service (including excessive usage).	<b>£12K</b> per annum (based on previous usage)
Councillor hardware replaced as required (all Councillor ICT expenditure is charged to one single cost code)	<b>£5.8K</b> per annum (budget available for all other costs - the equivalent of 10 laptops/year)  <i>Relevant cost code (10072 DEL) has an annual budget of £17.8K.</i>
Total:	<b>£17.8K (every year)</b>  <b>Projected 4 year cost: £71.2K</b>

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New proposed solution costs	
Annual contribution to personal broadband – £15 month x 12 x 37	<b>£6.6K</b> per annum
Provision of 37 Chromebooks	£355 (first year cost) x 37 = <b>£13.1K</b>
Licences and Support	£40 (each subsequent year's cost) x 37 = <b>£1.5K</b>
Total:	<b>£19.7K (first year)</b> <b>£8.1K (subsequent years until hardware replacement)</b>  <b>Projected 4 year cost: £44K</b>

The planned move to a standardised ICT hardware solution and contribution towards broadband is forecast to make **£27.2K saving** over the next four years

The transition towards the new standardised offer by the end of 2015/16 should mean that costs are managed during the financial year. Any additional costs will be funded from the Council's Revenue Contingency.

## 7. Equality Analysis Implications/Outcomes

7.1. As per section 6.3 of the ICT Security Policy ICT will continue to evaluate requests for any non-standard hardware and software and make changes as necessary. Examples of specialist hardware and software include: specialist keyboards or mice and screen readers. ICT Services will also offer assistance, if required, to improve system accessibility using built-in functionality of software; for example changing screen resolutions or font sizes.

## 8. Risk Management Implications

8.1. The provision of ICT equipment for Councillors is an essential part of good Corporate Governance. . Risks and opportunities identified

- Opportunity – standardised HDC supplied equipment, easier to support.
- Opportunity – clarity on the services supplied and their use.
- Risk – in the event of equipment and services not supplied, Councillors unable to perform their duties.
- Risk – without training members will be unable to perform their duties.
- Opportunity - for further training of re-elected members to ensure greater understanding.

9. Consultation

9.1. Consultation has taken place with the Portfolio Holder

10. Background Papers

10.1. None.

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**Previous report(s):**

**Information Issued Under Sensitive Issue Procedure: Y/N**

**Ward Members Notified: Y/N**

**Appendices:**

None.