Breckland
COUNCIL
a better place, a brighter future

AGENDA

Committee	-	**BUSINESS IMPROVEMENT SUB-COMMITTEE**
Date & Time	-	Tuesday, 12th April, 2011 at 10.00 am
Venue	-	Anglia Room, Conference Suite, Elizabeth House, Dereham NR19 1EE

Members of the Sub-Committee requiring further information, or with specific questions, are asked to raise these with the appropriate officer at least two working days before the meeting. If the information requested is available, this will be provided, and reported to the Sub-Committee.

Members of the Sub-Committee

Mr W.H.C. Smith (Chairman) Mr P.D. Claussen	Lady Fisher

PERSONS ATTENDING THE MEETING ARE REQUESTED TO TURN OFF MOBILE TELEPHONES

Member Services
Elizabeth House, Walpole Loke,
Dereham Norfolk, NR19 1EE

Date: Tuesday, 5 April 2011

PART A - ITEMS OPEN TO THE PUBLIC

1. **MINUTES**

    a) To confirm the Minutes of the meeting held on 1 March 2011

    b) To confirm the Minutes of the meeting held on 30 March 2011

2. **APOLOGIES**

    To receive any apologies for absence.

3. **URGENT BUSINESS**

    To consider any urgent business.

4. **DECLARATION OF INTERESTS**

    Members are asked at this stage to declare any interests they may have in any of the following items on the agenda. The Members' Code of Conduct requires that declarations include the nature of the interest and whether it is a personal or prejudicial interest.

5. **NON-MEMBERS WISHING TO ADDRESS THE MEETING**

    To note the names of any non-members who wish to address the meeting.

6. **MEMBERS' ICT OPTIONS**

    The following documents are attached:

    - Amended report on Members' ICT Options
    - Briefing note on Members' Allowance

    To ensure that Members receive accurate and up-to-date figures, not available at this time, additional information will be provided at the meeting.

    Members will also receive a verbal recommendation from the Joint Audit & Scrutiny Panel meeting to be held immediately before the Business Improvement Sub-Committee meeting.

7. **STERIA INSOURCING PROJECT**

    To receive a verbal update.

8. **FINANCE**

    Update by the Senior Accountant Capital and Treasury.

9. **NEXT MEETING**

    To note that the next meeting will take place on Tuesday 24 May 2011 at 9.30am in the Norfolk Room, Conference Suite, Elizabeth House, Dereham.

10. **EXCLUSION OF PRESS & PUBLIC**

To consider passing the following resolution:

"That under Section 100(A) of the Local Government Act 1972 the press and public be excluded from the meeting for the following items of business on the grounds that they involve the disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Act".

PART B – ITEMS FROM WHICH THE PRESS AND PUBLIC ARE EXCLUDED

11. **LICENSING PARTNERSHIP**

Report of the Director – Communities.

BRECKLAND COUNCIL

At a Meeting of the

BUSINESS IMPROVEMENT SUB-COMMITTEE

Held on Tuesday, 1 March 2011 at 9.30 am in
Norfolk Room, Conference Suite, Elizabeth House, Dereham NR19 1EE

PRESENT
Mr W.H.C. Smith (Chairman)   Lady Fisher
Mr P.D. Claussen

Also Present
Mr P.J. Duigan

In Attendance
Stephanie Butcher   -   Principal Officer Licensing and Business
                                Support
Monica Coffey   -   Customer Programme Manager
Adam Colby   -   Senior Business Improvement Officer
Mark Finch   -   Head of Finance
David Green   -   Corporate Projects Manager
Stephen James   -   Policy and Performance Manager
Robert Leigh   -   Assistant Director, Communications and
                                Communities
Maxine O'Mahony   -   Director of Corporate Resources
Helen McAleer   -   Senior Committee Officer
Simon Stubbs   -   ICT Project Manager

	Action By

16/11 CHAIRMAN'S ANNOUNCEMENT

The Chairman advised that he would have to leave the meeting at 10.30. He therefore requested that certain items be brought forward on the agenda for discussion before he left, and this was agreed.

17/11 MINUTES

The following points were noted:

The Emergency Planning Manager had advised that quotes were currently being obtained for a generator at Elizabeth House.

The new website had launched on 19 January 2011. It had since been affected by a virus which had caused it to be off-line for a while. It was clarified that the virus had been aimed at the off-site web host server and not directly at Breckland Council.

The VM Ware had been purchased and was up and running.

The Chairman asked if the Hometrack system had been

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	Action By
	Adam Colby

purchased. It was thought that the funds were not available until the next financial year. The Senior Business Improvement Officer would check that.

The minutes of the meeting held on 18 January 2011 were confirmed as a correct record and signed by the Chairman.

18/11 APOLOGIES

None.

19/11 URGENT BUSINESS

None.

20/11 DECLARATION OF INTERESTS

No declarations were made.

21/11 NON-MEMBERS WISHING TO ADDRESS THE MEETING

Mr P Duigan was in attendance.

22/11 CUSTOMER SERVICE IMPROVEMENT PLAN

Lady Fisher presented the plan which she said was a good snapshot of the existing service and outlined the improvements made. The next step would be to sort out integration with South Holland.

The Customer Programme Manager explained that the plan showed what was done in the Customer Contact Centre (CCC) and the Customer Service Centres (CSCs) and the intention was to extend this to the whole Council. The objectives were clear. Information from the public and the Council's systems would be utilised to maximise the potential of the CCC.

The Chairman asked if the data provided by the CCC was being analysed and utilised to push services forward and the Policy and Performance Manager confirmed that they had made a start by collecting data on calls received following letters generated by the ARP.   They would be meeting with ARP to discuss changes to the letters to reduce the number of calls. As ARP paid the CCC to take their calls it was in their interest to reduce them.

A Member suggested that there was an opportunity for the CCC to offer to take calls for the DWP on the new 'single benefit' recently announced by the Government.

With regard to Capita, the Customer Programme Manager advised that they were awaiting sign-off of scripting which would allow more information to be provided at the first point of contact. It was up to individual service areas to keep the CCC informed of any changes to ensure that the information they provided was up-to-date.

There was a need to change the way in which money was taken for SERCO services. Currently they charged the Council £8 for every

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Action By

cheque. Members felt that Council policies should influence the way services were provided on behalf of the Council. The Senior Business Improvement Officer suggested that the CCC could be used as a client manager to monitor the service received.

The Chairman said this requirement needed to be added into the document.

Members agreed to **RECOMMEND TO CABINET** that the Customer Service Improvement Plan be adopted subject to the inclusion of a requirement to use the gathered data to client manage partners and other out-sourced services.

Monica Coffey

23/11 ICT INSOURCING

The Corporate Projects Manager and the ICT Project Manager gave a brief update on the current situation.

Steria ICT staff were two thirds of the way through the consultation process and bi-weekly meetings were being held.

High risk contracts had been identified and would either be extended or novated. Where that was not possible new contracts would be negotiated.

The Helpdesk would use an in-house system developed by the Business Improvement Team on the new version of Lagan. This was aimed for release one month before the transition date, although the new version of Lagan would go-live in the Customer Contact Centre on 7 March 2011.

The project was due for completion before the end of April and the Chairman expected a seamless transfer and no slippage.

The Director of Corporate Resources advised that the Corporate Projects Manager was now programme managing several ICT projects.

The item would remain on the agenda until the project was completed.

24/11 OPTIONS AND RECOMMENDATION FOR AMALGAMATION OF BISC AND CPWG

The Senior Business Improvement Officer presented the report which had compared the Business Improvement Sub-Committee and the Capital Programme Working Group to see if they could be combined to provide one body to oversee all capital spend projects for the Council.

The Chairman was happy with the proposal as it was something he had suggested some years previously. At that time it had not been a viable option, but now it was. He asked who the responsible officer would be.

The Head of Finance would assume that role. He asked Members to review the draft Terms of Reference. In response to a question he confirmed that the new Committee would have responsibility for managing risk.

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The Chairman was not in favour of quarterly meetings. It was pointed out that this would fit in with performance monitoring. The new Committee would have a structured strategy with identified projects and a forward work programme. It was suggested that the meetings remain six weekly until a new work plan was in place.

However, the Chairman felt that there were other items that needed to be kept under review. He felt that the Business Improvement Team and Finance should be joint leads for the new Committee. He also felt strongly that as an entrepreneurial Council, Marketing should be included on the agenda. There had already been cases where projects had failed to realise potential benefits because of a lack of marketing.

Members agreed to **RECOMMEND TO CABINET**:

1)   the formation of a new Sub-Committee combining and replacing the Capital Programme Working Group (CPWG) and the Business Improvement Sub Committee (BISC); and

2)   approval of the Terms of Reference set out at Appendix 1 of the report.

25/11   PROJECT PROGRESS

(a)   Licensing and Business Support

The Senior Business Improvement Officer presented the report.

The project had been due for completion in October 2010. This target had not been met and although the programme was now live, various work streams had not been completed. The reasons for this failure were explained. The current position of all work-streams was set out at Appendix 1 to the report and the benefits assessment in days per annum was set out at Appendix 2.

The Principal Officer Licensing and Business Support reminded Members that in her original report in 2009 she had set out the requirements to comply with EU Directives with regard to an on-line self-service system and an on-line service register. These requirements had not yet been met.

There were still some benefits to achieve and Members were asked for their views on the way forward. Three options were provided.

1.   Do nothing
    Accept the issues with the Licensing team in anticipation these may improve. Determine who will be responsible for the outstanding deliverables within the programme and who will implement these.

2.   Close the project
    Close the programme and formally complete a project closure document.
    This will not meet the programmes original aim and objectives and the business case on which it was started.

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3. Close the project and migrate outstanding deliverables to STPs
Migrate the outstanding deliverables into Service Team Plans. These can be revisited at such time as resources permit this to be finalised. In some instances the remaining deliverables could be completed in isolation by the team should the team be static in its resource.

The expected benefits could still be realised.

The Chairman did not want to lose the work already done but he did not want the Business Improvement Team (BIT) to spend any more time on the project. The Assistant Director, Communications and Communities advised that the main requirement was to complete the data migration, which could be done without support from the BIT but which would require the release of funds to employ temporary staff to complete the job by the end of March.

The Head of Finance thought that funds could be found from under-spends in other areas of the budget.

Recommendation

The implementation of option 3 – Close the programme and migrate outstanding deliverables into Service Team Plans.

It was **RESOLVED** that:

(1)   Option 3 of the report would be implemented; the project would be closed and outstanding deliverables would be migrated to the Service Team Plan; and

(2)   Funds would be identified to employ temporary staff to complete the data migration.

The Chairman left the meeting.
Mr Claussen assumed the Chair.

Once the data migration was completed the Corporate Projects Manager would work with the Assistant Director, Communications and Communities to program work on the other outstanding work-streams. Mobile working, Partnership working and trading would all be progressed then.

The Principal Officer Licensing and Business Support was asked how long it would take to set up a partnership and she advised that it would take 12 to 18 months. She thought that she would need to start scoping potential partners within the next three to four months or risk missing the window of opportunity. She was therefore tasked with producing a report setting out future marketing strategy.

Stephanie Butcher

The Senior Business Improvement Officer asked if it would be feasible to explore the possibilities of working in partnership with ARP.

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26/11 **FINANCIAL UPDATE**

The Head of Finance presented this item.

The table showed the revised budget figures broken down to show the amount already spent and the amount needing to be carried forward to complete each project. In total £359,820 would be carried forward for released projects.   There were three unreleased projects, not yet approved by the Sub-Committee.

The Head of Finance had reviewed the progress of various projects and suggested that £57,000 should be released from the ICT Strategy Projects budget for project management. That would leave £220,000 for Strategic Projects which would need to be identified and then a recommendation should be made to Cabinet to roll that budget forward.

The Director for Corporate Resources pointed out that the budget for Member's ICT Refresh would not be spent until after the elections. Various possible solutions had been identified and the overall cost of that project was not yet known, therefore the £87,000 would also need to be carried forward.   She suggested that the two ICT Project Managers should identify where the money should be spend.

Kevin Rump, Simon Stubbs

It was noted that a budget for general refresh would need to be included in the programme for release in the next financial year.

It was **RESOLVED** that £57,000 should be released from the ICT Strategic Projects budget for Project Management.

27/11 **MEMBERS ICT OPTIONS**

The Senior Business Improvement Officer presented the report which was for information only and would be considered by the Joint Audit and Scrutiny Panel on 2 March 2011.

The report reviewed options for replacement IT equipment for Members from May 2011.   It provided an overview of how each option met requirements and gave a breakdown of the associated costs.

The report was noted.

28/11 **ARP - ICT AND TELEPHONY**

The ICT Project Manager gave a verbal update on the project.

The Mitel telephone equipment was in place and would go live on 7 March 2011.   Chip PCs were also all in place, ready for when St Edmundsbury joined the ARP Partnership. Transition to the new servers would take place at the end of the financial year. The Disaster Recovery system had been tested and was fit for purpose.

At Dereham the Voice-over IP would go live the following week and would improve functionality. Work was progressing well.

All staff had been trained on Version 8 of Lagan, which would also go live

on 7 March 2011, but training for other systems was not yet in place. The new version of Lagan would allow 20 officers to take calls at the same time.

29/11 NEXT MEETING

The arrangements for the next meeting on 12 April 2011 were noted.

The meeting closed at 11.05 am

CHAIRMAN

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BRECKLAND COUNCIL

At a Meeting of the

BUSINESS IMPROVEMENT SUB-COMMITTEE

Held on Wednesday, 30 March 2011 at 9.30 am in
Dereham Room, Conference Suite, Elizabeth House, Walpole Loke, Dereham NR19 1EE

PRESENT
Mr W.H.C. Smith (Chairman)   Lady Fisher
Mr P.D. Claussen

Also Present
Mr J.P. Cowen

In Attendance
Adam Colby   -   Senior Business Improvement Officer
Mark Finch   -   Head of Finance
Andrew Head   -   ICT Members Support Officer
Helen McAleer   -   Senior Committee Officer
Stephen McGrath   -   Member Services Manager
Maxine O'Mahony   -   Director of Corporate Resources
Kevin J Taylor   -   Head of ICT

	Action By
30/11 APOLOGIES (AGENDA ITEM 1)	
None.	
31/11 URGENT BUSINESS (AGENDA ITEM 2)	
None.	
32/11 DECLARATION OF INTERESTS (AGENDA ITEM 3)	
No declarations were made.	
33/11 NON-MEMBERS WISHING TO ADDRESS THE MEETING (AGENDA ITEM 4)	
Mr P Cowen was in attendance (as Chairman of the Joint Audit & Scrutiny Panel).	
34/11 ICT OPTIONS FOR MEMBERS (AGENDA ITEM 5)	
The Chairman explained that the Joint Audit & Scrutiny Panel (JASP) had been set up to look into the options for replacement IT equipment for Members which would provide best value, for both Members and tax payers.	

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He thanked the JASP Chairman and Panel for all the work they had done. That work would help to inform the public on the reasons why new equipment was needed and to ensure them that, in this time of economic retrenchment, the Council was looking for value for money.

Mr Cowen, Chairman of the JASP, said it had been an interesting exercise which had taken longer than expected due to the advent of Shared Services with South Holland which had delayed the process.

The equipment had to provide best value, connectivity, security and accessibility. It had been hoped that it would be ready in time for issue to new Members following the election on 5 May.

At their last meeting on 2 March 2011 the Panel had received a report with costs and options. Some of the information in that report had been challenged and further evidence had been requested, particularly in regard to tablets, which were known to be being trialled at other authorities. Questions had been asked of those authorities, but no answers had been received. However, on the traffic light evaluation system in the report, it was clear that tablets had functionality restrictions as well as being financially unviable.

Of the six options put forward, only three were considered to be appropriate:

Option 6 – Allowance
This option was considered suitable for a limited number of Members for whom a separate computer was not appropriate: some 'twin-hatters' (District and County Councillors) would already have suitable hardware provided by Norfolk County Council; some Members did not want two computers; some worked for organisations which supplied computers; and some did not have room for two computers in their homes.

Options 1 – Laptop and 4 – Netbook
There had been no preference between these two options which both relied on good Broadband connection.

The Netbook was good because of its size. If the authority was moving towards being paperless, Netbooks would be easily transportable and would not create a barrier at meetings in the way that a laptop might. However, some documents were very substantial and contained a mix of text, tables, diagrams and graphics. If Netbooks were the preferred option they would need the following additional items:

- a large screen for ease of reading larger documents
- a CD drive as some information was provided to Members on CDs
- a full size keyboard and mouse

Other essential items were scanners and printers. The ability to have video conferencing had also been discussed. This would help to reduce the amount of travelling needed.

Members also took very seriously the issue of support. It was felt that there was a lack of understanding of the way that Members worked. Many had jobs and did most of their Council work early in the morning,

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later in the evening or at the weekends. Those were the times when they needed support. Members also needed to be able to work whilst 'in transit' on trains, etc and during short periods of free time, between meetings for example.

The JASP Chairman thanked the Officers for the work they had done which had enabled the Panel to arrive at an informed conclusion. The Panel's recommendations had been presented to the Overview & Scrutiny Commission at their meeting on 24 March 2011 and the recommendations had been supported. At the Commission meeting Members had also stressed the importance of out of hours support.

The Head of ICT noted that a clear message had been received about the need for out of hours support for Members. However, he suggested that support was outside the current remit which was to decide on future IT hardware.

The Chairman of BISC suggested that the allowance option would give Members the freedom to choose whichever equipment they wanted, subject to meeting pre-agreed criteria/specifications.

The Chairman of JASP said that the cost of supporting that option was the problem. Support costs were included in the report and had formed part of JASPs determination. However there was a need for additional equipment, such as screens/printers, etc and it was not clear whether those costs were included in the report.

The Director of Corporate Resources suggested that as support was being discussed the Member Support Officer should leave the room, which he did.

The Chairman of BISC agreed that Member support was vital but that it could be provided in another format and that other authorities managed without a dedicated officer.

The Director of Corporate Resources explained that they were considering changing the way that Members were supported. The current system had a very high call-out rate due to the ageing equipment, which was also expensive in terms of mileage. The provision of new hardware and other improvements should reduce that need.

The Head of ICT advised that Citrix was critical for both Members and Officers especially when travelling between sites and in future support would be focussed on ensuring that the Citrix service was highly resilient.

To make best use of resources and to deliver a more standardised service (which could apply to South Holland Members as well) the plan was to deliver Members support from a pool of resources. This would provide much more knowledge across the team and valuable cover in the event of leave/sickness, etc, as well as ensuring that the Authority's health and safety obligations and working time initiatives were met. It should also lead to a reduction in mileage through ensuring that the hardware and back-office systems were working.

The Chairman of BISC added that it would be important for Members to

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receive training to ensure that they knew how to use the equipment. That would also lead to a reduction in support calls.

Discussion turned to the financial implications if the allowance option was chosen. The Head of Finance advised that an allowance would be taxable, but that any expenses incurred, such as printer cartridges, paper, etc could be offset against the taxable liability. From a value for money perspective, option 6 was the most cost effective as it did not have any up-front capital injection.

The Chairman of JASP was concerned about public perception. He felt that the ICT support costs in the report were distorted. The JASP recommendation had been based on functionality not figures.

The Head of Finance distributed a Proforma B of the first year's figures.

Members discussed the issues further and raised various concerns:

- taxation of allowances, particularly for Councillors with jobs
- the inclusion of printing and postage costs in the report
- the cost of support
- public perception of Members receiving allowances for equipment – especially in the case of 'twin-hatters' who were provided with hardware by Norfolk County Council

The Senior Business Improvement Officer suggested that the printing and support costs should be removed from the report.

The BISC Chairman agreed and said that costs and taxation needed looking into. He suggested that the JASP should have one final meeting now that those issues were known. The points raised needed to be clarified.

He sought the views of the two other BISC Members and they both agreed that Option 6 looked best. He therefore asked that the Panel look at that option first and if they decided it was not viable, to consider Option 1 (as Option 4 needed too many add-ons).

The JASP Chairman asked the Head of ICT to provide the Panel with a summary of how the allowance option would be supported. He also asked him to write a specification for the equipment, including security expectations. A new Protocol would be needed to ensure that Members complied with the requirements. He raised concerns about the potential for equipment misuse and hoped that the Protocol would make clear Members' responsibilities.

It was **AGREED** that a final JASP meeting would be held, before the next BISC meeting, to consider options 6 and 1, with updated figures and costings.

The meeting closed at 11.05 am

CHAIRMAN

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BRECKLAND COUNCIL

**Report of the Director of Corporate Resources - to the
Business Improvement Sub-Committee - 30th March 2011**

Councillor ICT Options

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1.   Purpose of Report

This document provides a review of a number of options for new/replacement ICT equipment for members taking effect from the May 2011 elections. It provides and overview of how the equipment may or may not meet Council and member requirements and the associated costs and benefits attributed to each.

This report forms a discussion around the options available for the provision of ICT equipment to members in the new electoral year.

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2.   **Recommendations**
It is recommended that the Sub-Committee:

2.1   Review all of the options as set out below with regards to Member ICT.
2.2   Select and determine the most suitable option for new member ICT.

Note: In preparing this report, due regard has been had to equality of opportunity, human rights, prevention of crime and disorder, environmental and risk management considerations as appropriate. Relevant officers have been consulted in relation to any legal, financial or human resources implications and comments received are reflected in the report.

3.   Information, Issues and Options

3.1   Background

3.1.1   Breckland Council has 54 members, 7 of which are executive members. Councillors current have a Breckland provided broadband with a laptop and associated equipment such as mouse, keyboard, screen etc and the provision of a printer/fax/copier. Members currently access the Council system using a citrix connection in order for the Council to be compliant with Government Connect (GCSX).

3.1.2   Member's equipment is 5+ years old, as the Council has taken a decision to sweat its ICT assets in accordance with cost saving initiatives and green agenda recommendations – however this has had an impact on reliability and support as hardware is more susceptible to failure. Members also have a dedicated post providing localised ICT support as a result of being unhappy with the service provided within the Steria contract, although contractually, this function is still provided (Steria still support Members through 2nd line support services as detailed later.)

3.1.3   In May 2011, Breckland District elections are being held, and in parallel, and as a result of the ending of the Steria contract - all ICT services are due to come under the control of the council. This will provide an opportunity to both review support arrangements whilst new Member equipment is being issued.

3.2   Options

The requirements below outline what Councillors need to enable them to be effective within their role. This also takes into consideration the pararemeters set by the business in terms of governance and seeks to identify opportunities where savings could be made.

3.2.1   Each option is assessed against the points below.

For a Councillor
- Ability to receive agendas online
- Ability to read and view agendas electronically
- Ability to make notes and comment on agendas electronically
- A solution that is portable
- A solution that that has connectivity to Council systems
- The facility to communicate using a web camera
- Easy to use, intuitive and reliable

The ICT Solution

- Provide accessibility using Citrix
- GCSX compliant
- Ability to access Microsoft Outlook
- Internet access
- Access to MS Word, MS Excel, PDF Reader
- Web camera

Finance

- Doesn't exceed the current allocated budget.
- Low training costs and time for members and ICT
- Low installation costs and set up time
- Reduce or remove localised support
- Reduce or remove postage and paper
- Reduce or remove the need for localised printers and the associated support
- Ability to support remotely

The table below provides a breakdown of the different objectives that the replacement ICT solution should meet to enable members to be effective in their roles. Each option also presents the cost over a four year period. Any cost is indicative and subject to the pricing at the time of purchase. The costs do not take into consideration net present value (depreciation costs of equipment and inflation).

Option	Type	Description
1	Laptop (AsIs)	Use the current hardware and software arrangements. Including a refresh of all member laptops and replacing with similar devices.
2	Ipads	Purchase Ipads for all members replacing current equipment.
3	Chip PC	Purchase a Chip PC terminal including a mouse, screen and keyboard with no base unit or laptop.
4	Netbooks	Purchase Netbooks (mini laptops) for all members with an additional screen, keyboard and mouse.
5	Duos	Purchase Duos (mini laptop with reversible touch screen) with an additional screen, keyboard and mouse.
6	Allowance	Provide an annual allowance to cover ICT equipment and consumables (currently based on £1200 over three years) for members to supply their own of their personal choice subject to meeting the minimum pre-requisites of the equipment that would be provided and validated by ICT.

3.3   Option 1 – Laptop

- Include the issuance of a new laptop (Dell Latitude E-series) with updated features such as wireless connectivity

- Continue provision of broadband

- Supply of consumables

- Provision of local and remote support when required

- Compliance with Government Connect

3.4   Option 2 – Ipad

- The Ipad is a tablet designed PC, developed and marketed by Apple primarily as a platform for audio-visual media.

- Continue provision of broadband

- Supply of consumables

- Provision of local and remote support when required

Issues

- Ipads being compliant with Government Connect varies depending on the existing ICT infrastructure and procedures within an authority and subject to certification from Siemens Enterprise/OGC along with the intention of use.

- Ipads are non compliant as these do not meet the current requirements of data encryption and security.

- MS Outlook is not yet available for the Ipad , and when available will require a different method of connection to Breckland systems and services.

- MS Office isn't yet developed for Ipad however the latest information sourced, is that Microsoft are possibly investigating development however nothing is confirmed through a Microsoft source.

- It is not possible to support an Ipad remotely (with the exception of anything stored within the Citrix profile). A remote desktop application has not been developed.

3.5   Option 3 – Chip PC

- Chip PCs are also know as thin clients

- They can be plugged into any broadband connection however a mouse, screen and keyboard would be required.

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- Continue provision of broadband

- Supply of consumables

- Provision of local and remote support when required

- Compliance with Government Connect

- The Chip PC would be supplied with a screen, mouse and keyboard plugged into the small device

- Low energy consumption

- Easy to use and intuitive.

- Chips PCs are already in use across other authorities for officers and members. Forest Heath members currently use a Chip PC solution.

- These have recently been issues to Forest Heath members and have reduced the need for support.

Issues

- The device is limited in terms of portability. It can be moved and used any site with a broadband connection however it does then need a screen, mouse and keyboard.

- Should there be no broadband connection, the system can not be used.

3.6   Option 4 – Netbooks

- Netbooks are essentially mini laptop: more portable, smaller in size and lighter, Netbooks also have a longer battery life then a conventional laptop.

- Continue provision of broadband

- Supply of consumables

- Provision of local and remote support when required

- Provisions of an additional screen mouse and keyboard.

Issues

- There is no CD drive however any large Council documents that are not emailable can easily be deposited on the extranet or internet and a URL provided.

3.7   Option 5 – Duo Netbook

- A Duo Netbook is similar to the netbook above but includes a touch screen and allows the user to twist and fold the screen to use the device as you would a tablet. The duo Is larger than a netbook.

- Continue provision of broadband

- Supply of consumables

- Provision of local and remote support when required

- Provision of an additional screen, mouse and keyboard

Issues

- The devices are new to the market so there is little known about durability and potential faults

- Based on the demo version received, the device is flimsy and could result in either additional support in terms or replacement or repair, or early replacement of equipment.

- There is no CD drive however any large Council documents that are not emailable can easily be deposited on the extranet or internet and a URL provided.

3.8   Option 6 – Member Allowance

- Provide members with an annual allowance to source, supply and support their own equipment

- Provide access to the Council systems through Citrix

- Provide remote support for Council systems within Citrix

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- Provide a minimum specification to ensure the ICT solution selected will meet Council business needs

- Validate pre-purchase to ensure above.

- Lets members choose the solution best for them (within the minimum specification)

- Removes the need for those members that may have more than one home computer to have multiple.

- Potential to reduce the Council budget in terms of support and supply of consumables

Issues

- Further work would be required to determine inclusion and exclusions and put forward a recommended allowance.

- A recommendation would have to be approved through the Councils Remuneration Panel who would put forward a recommendation to Council for approval. This needs to be done sooner rather than later prior to the panel being disbanded.

- If selected as one of two options, it may cost more to deliver due to the provision of two services to members unless a pro-rata reduction in support can be made.

- Validation has been requested with regard to the Government Connect policy to ensure there are no imminent changes due which would effect this option, should it be pursued.

Broadland District Council: Member Allowance Information

The following provides an overview of what Broadland Council provide in terms of Member Allowance for ICT. If adopted, the inclusions, exclusions and amounts would need to be decided and the appropriate allowance decided. This is not a conclusion to the option.

What does it include?
- Broadband
- Provision of PC
- Small printer
- Consumables such as ink

How is it calculated?
- Relates to one fifth of the total cost with a percentage for inflation added each year

What do they not do?
- The amount isn't front loaded
- No minimum specifications have been provided to members

What support arrangements are in place?
- Telephony based advice. Most enquiries relate only to access to Council email

What is the allowance?
- 2011 allowance is calculated at £320

Government Connect
- Information has been requested to ensure that if member allowances were provided for the sourcing of their own ICT, that no future changes are scheduled for changes in the government connect policy which would potentially effect this in terms of delivery as an option.

Information provided by ICT Manager at Broadland District Council

3.9   Options Analysis

Each option also presents the cost over a four year period. Any cost is indicative and subject to the pricing at the time of purchase. The costs do not take into consideration net present value (depreciation costs of equipment and inflation). The costs are presented on the basis of the cost to the business, including internal support etc, as opposed to the cost of the provision of hardware only.

Cost for the provision of broadband is not included as this doesn't form part of the option appraisal however this is something that should be reviewed and could be reviewed as part of option 6. Costs for ICT equipment have been provided by the ICT department.

Key
Green   Meets requirements
Orange   Partially meets requirements
Red   Doesn't meet requirements

	Description	Option1 Laptop	Option 2 Ipad	Option 3 Chip PC	Option 4 Netbook	Option 5 Duo	Option 6 Allowance
Councillor	Ability to receive agendas online	Green	Green	Green	Green	Green	Green
	Ability to read and view agendas electronically	Green	Green	Green	Green	Green	Green
	Ability to make notes and comment on agendas electronically	Green	Green	Green	Green	Green	Green
	A solution that is portable	Orange	Green	Red	Green	Green	Green
	A solution that that has connectivity to Council systems	Green	Orange	Green	Green	Green	Green
	The facility to communicate using a web camera	Green	Green	Orange	Green	Green	Green
	Easy to use, intuitive and reliable	Orange	Orange	Orange	Orange	Orange	Orange
ICT Solution	Must provide accessibility using Citrix	Green	Green	Green	Green	Green	Green
	Must be GCSX compliant	Green	Orange	Green	Green	Green	Green
	Includes access Microsoft Outlook	Green	Red	Green	Green	Green	Green
	Internet access/WIFI	Green	Green	Green	Green	Green	Green
	Ability to use MS Word, MS Excel, PDF Reader	Green	Red	Green	Green	Green	Green
	Ability to support remotely	Green	Red	Green	Green	Green	Grey
Financial Benefits	Low training costs and time for members and ICT	Orange	Red	Green	Orange	Orange	Green
	Low installation costs and set up time	Green	Red	Green	Green	Green	Green
	Reduce/remove localised support	Green	Green	Green	Green	Green	Green
	Reduce/remove postage and paper	Orange	Orange	Red	Orange	Orange	Orange
	Reduce/remove the need for localised printers and the associated support	Orange	Orange	Orange	Orange	Orange	Orange
	Ability to support software remotely	Green	Red	Green	Green	Green	Green
	Ability to support hardware remotely	Red	Red	Red	Red	Red	Grey
4 Year Cost	Hardware and Software Costs	£58,956.10	£139,988.12	£9,527.99	£30,146.22	£48,965.97	£64,800.00
	ICT Support Costs	£158,291.88	£163,554.54	£362.66	£158,654.54	£158,654.54	£362.66
	Cost with continued Paper, Printing and Postage	£87,348.93	£87,348.93	£87,348.93	£87,348.93	£87,348.93	£0.00
	Total Cost over four years	**£304,596.91**	**£390,891.59**	**£98,239.58**	**£276,149.69**	**£294,969.44**	**£65,162.66**

* Grey is non applicable

- The current cost for paper, printers and postage for members is approx £16,771.00 per annum.

- The average cost for ICT support per member is approx £552.12 per annum

- If members are keen to look at reducing the associated costs of paper, printing and postage, it could be worthwhile investigating the possibilities of using document reading devices such as a Kindle however a number of the options already presented do provide a portable solution.

- Members would need training regardless of the option selected. It is envisaged that this would take place prior to the release of any new equipment or funding.

- Currently, some information is provided to Members on CDs, therefore there may be the need to factor in an

additional cost of c£10 for an external CD drive for options 3, 4, and 5. However, at time of writing there is also no external CD drive for the Ipad – therefore transfer of files to Ipad require changes to infrastructure to support a wireless download facility (also requiring fast broadband connectivity)

- Members will be aware that there have been a number of Ipad pilots elsewhere in the UK (Leicester and Warrington) – it is important therefore to ensure that Breckland has considered the background to these pilots to seek to understand whether and how the respective local authorities have overcome the challenges highlighted in the table, and whether their pilots have proved to be successful, as this is counter to our findings. To seek a comparison, both authorities have been asked to provide feedback on status of pilots (whether still live) – however at time of writing (21st March 2011) no response has been received from either authority.

It should also be noted that the reference to Member support relates to the whole of support service to Members, (i.e. an element of cost for the Members support role (direct support) – which is a 50-65% cost with remainder of ICT costs quoted covering the cost of the 'back office' ICT services that are provided (which include but are not limited to; Internet provision/Anti Virus/Anti spam/web content filtering/software and hardware support/inventory and license management/server and network support/security patch management etc, etc.)

3.10   Reasons for Recommendation(s)

3.10.1 To provide members with an overview of the options available for replacement ICT equipment along with the associated costs and effort to implement.

3.10.2 To understand the associated benefits and dis-benefits with each option that is available.

3.10.3 To understand the options that may require a change in culture as well as ICT.

4.   **Risk and Financial Implications**

4.1   Risk

- Members' do not agree on a common solution that meets the majority of member needs.

- A solution is selected that does not meet the required criteria.

- Opportunities for cashable savings that are identified are not realised.

- A solution selected and implemented is not used in the way intended or fully utilised to the intention of its supply, therefore not realising the benefits (cashable and non cashable) associated to that option.

4.2   Financial

There may be tax issues that we would need to be clarified with HMRC and against the Local Authorities (Members' Allowances) Regulations 1991 and the Local Authorities (Members Allowances) (England) Regulations 2001 and 2003.

5.   **Legal Implications**

5.1   None

6.   **Other Implications**

a) Equalities:

b) Section 17, Crime & Disorder Act 1998:

c) Section 40, Natural Environment & Rural Communities Act 2006:

d) Human Resources:

e) Human Rights:

f) Other: [e.g. Children's Act 2004]

7.   **Alignment to Council Priorities**

7.1   Environment & Entrepreneurial Council

8.   Ward/Community Affected

8.1   None

Lead Contact Officer:
Name/Post: Adam Colby, Senior Snr Business Improvement Officer (with ICT information and amendments provided by ICT Manager, Kevin Taylor)
Telephone: 01362 656881 Email: adam.colby@breckland.gov.uk

Key Decision Status (Executive Decisions only): Not a key decision

Appendices attached to this report:
Appendix1 – Financial Options

Appendix 1 – Financial Options

Each table provides an overview of the cost breakdown for each option. The ICT Support is pro-rata across Steria and Breckland.

1.Current Set Up: No Change					
	Year 0	Year1	Year 2	Year 3	Year 4
Hardware And Accessories					
Hardware costs	-£29,700.00	£0.00	£0.00	£0.00	£0.00
Additional devices (e.g. mouse, printer, screen)	£0.00	£0.00	£0.00	£0.00	£0.00
Annual service charge	£0.00	£0.00	£0.00	£0.00	£0.00
Replacement Hardware Costs	£0.00	-£6,993.00	-£7,202.79	-£7,418.87	-£7,641.44
Software and Security					
Warranty for hardware	£0.00	£0.00	£0.00	£0.00	£0.00
Security/GCSX	£0.00	£0.00	£0.00	£0.00	£0.00
Software licence costs	£0.00	£0.00	£0.00	£0.00	£0.00
Printing and Postage					
Printing costs for agendas and reports	-£9,586.29	-£9,873.88	-£10,170.10	-£10,475.20	-£10,789.45
Postage costs for agendas and reports	-£5,471.16	-£5,471.16	-£5,471.16	-£5,471.16	-£5,471.16
Member's toner costs	-£1,713.69	-£1,765.10	-£1,818.05	-£1,872.60	-£1,928.77
Additional Support					
ICT support costs	£0.00	£0.00	£0.00	£0.00	£0.00
ICT Member Support (dedicated post)	-£29,815.00	-£30,709.45	-£31,630.73	-£32,579.66	-£33,557.05
Internal training costs	£0.00	£0.00	£0.00	£0.00	£0.00
Total Expenditure	**-£76,286.14**	**-£54,812.59**	**-£56,292.83**	**-£57,817.48**	**-£59,387.87**
Income	£0.00	£0.00	£0.00	£0.00	£0.00
Total	**-£76,286.14**	**-£54,812.59**	**-£56,292.83**	**-£57,817.48**	**-£59,387.87**
Cumulative Total	**-£76,286.14**	**-£131,098.73**	**-£187,391.56**	**-£245,209.04**	**-£304,596.92**

2. Ipads					
	Year 0	Year 1	Year 2	Year 3	Year 4
Hardware And Accessories					
Hardware costs	-£32,124.06	£0.00	£0.00	£0.00	£0.00
Additional devices (e.g. mouse, printer, case)	-£16,146.00	£0.00	£0.00	£0.00	£0.00
Annual service charge	-£3,906.36	-£4,023.55	-£4,144.26	-£4,268.59	-£4,396.64
Replacement Hardware Costs	£0.00	-£8,045.01	-£8,286.36	-£8,534.95	-£8,791.00
Software and Security					
Server/Hardware	-£4,000.00	-£400.00	-£412.00	-£424.36	-£437.09
Security/GCSX	-£2,100.00	-£210.00	-£216.30	-£222.79	-£229.47
Software licence costs	-£5,400.00	-£5,562.00	-£5,728.86	-£5,900.73	-£6,077.75
Printing and Postage					
Printing costs for agendas and reports	-£9,586.29	-£9,873.88	-£10,170.10	-£10,475.20	-£10,789.45
Postage costs for agendas and reports	-£5,471.16	-£5,471.16	-£5,471.16	-£5,471.16	-£5,471.16
Member's toner costs	-£1,713.69	-£1,765.10	-£1,818.05	-£1,872.60	-£1,928.77
Internal Support					
ICT Training Costs	-£4,900.00	£0.00	£0.00	£0.00	£0.00
ICT Member Support (dedicated post)	-£29,815.00	-£30,709.45	-£31,630.73	-£32,579.66	-£33,557.05
Member Training Costs	-£362.66	£0.00	£0.00	£0.00	£0.00
Total Expenditure	**-£115,525.22**	**-£66,060.15**	**-£67,877.82**	**-£69,750.02**	**-£71,678.39**
Income	£0.00	£0.00	£0.00	£0.00	£0.00
Total	**-£115,525.22**	**-£66,060.15**	**-£67,877.82**	**-£69,750.02**	**-£71,678.39**
Cumulative Total	**-£115,525.22**	**-£181,585.37**	**-£249,463.19**	**-£319,213.21**	**-£390,891.60**

3. Chip PC

	Year 0	Year 1	Year 2	Year 3	Year 4
Hardware And Accessories					
Hardware costs	-£3,240.00	£0.00	£0.00	£0.00	£0.00
Additional devices (e.g. mouse, printer, screen)	£0.00	£0.00	£0.00	£0.00	£0.00
Annual service charge	£0.00	£0.00	£0.00	£0.00	£0.00
Replacement Hardware Costs	£0.00	-£1,503.00	-£1,548.09	-£1,594.53	-£1,642.37
Software and Security					
Warranty for hardware	£0.00	£0.00	£0.00	£0.00	£0.00
Security/GCSX	£0.00	£0.00	£0.00	£0.00	£0.00
Software licence costs	£0.00	£0.00	£0.00	£0.00	£0.00
Printing and Postage					
Printing costs for agendas and reports	-£9,586.29	-£9,873.88	-£10,170.10	-£10,475.20	-£10,789.45
Postage costs for agendas and reports	-£5,471.16	-£5,471.16	-£5,471.16	-£5,471.16	-£5,471.16
Member's toner costs	-£1,713.69	-£1,765.10	-£1,818.05	-£1,872.60	-£1,928.77
Internal Support					
ICT Member Support (dedicated post)	£0.00	£0.00	£0.00	£0.00	£0.00
Member Training Costs	-£362.66	£0.00	£0.00	£0.00	£0.00
Internal training costs	£0.00	£0.00	£0.00	£0.00	£0.00
Total Expenditure	**-£20,373.80**	**-£18,613.14**	**-£19,007.40**	**-£19,413.49**	**-£19,831.76**
Income	£0.00	£0.00	£0.00	£0.00	£0.00
Total	**-£20,373.80**	**-£18,613.14**	**-£19,007.40**	**-£19,413.49**	**-£19,831.76**
Cumulative Total	**-£20,373.80**	**-£38,986.94**	**-£57,994.34**	**-£77,407.82**	**-£97,239.58**

4. Netbooks

	Year 0	Year 1	Year 2	Year 3	Year 4
Hardware And Accessories					
Hardware costs	-£14,580.00	£0.00	£0.00	£0.00	£0.00
Additional devices (e.g. mouse, printer, screen)	-£5,400.00	£0.00	£0.00	£0.00	£0.00
Annual service charge	£0.00	£0.00	£0.00	£0.00	£0.00
Replacement Hardware Costs	£0.00	-£2,430.00	-£2,502.90	-£2,577.99	-£2,655.33
Software and Security					
Warranty for hardware	£0.00	£0.00	£0.00	£0.00	£0.00
Security/GCSX	£0.00	£0.00	£0.00	£0.00	£0.00
Software licence costs	£0.00	£0.00	£0.00	£0.00	£0.00
Printing and Postage					
Printing costs for agendas and reports	-£9,586.29	-£9,873.88	-£10,170.10	-£10,475.20	-£10,789.45
Postage costs for agendas and reports	-£5,471.16	-£5,471.16	-£5,471.16	-£5,471.16	-£5,471.16
Member's toner costs	-£1,713.69	-£1,765.10	-£1,818.05	-£1,872.60	-£1,928.77
Internal Support					
ICT Member Support (dedicated post)	-£29,815.00	-£30,709.45	-£31,630.73	-£32,579.66	-£33,557.05
Internal training costs	-£362.66	£0.00	£0.00	£0.00	£0.00
Total Expenditure	**-£66,928.80**	**-£50,249.59**	**-£51,592.94**	**-£52,976.60**	**-£54,401.76**
Income	£0.00	£0.00	£0.00	£0.00	£0.00
Total	**-£66,928.80**	**-£50,249.59**	**-£51,592.94**	**-£52,976.60**	**-£54,401.76**
Cumulative Total	**-£66,928.80**	**-£117,178.39**	**-£168,771.33**	**-£221,747.93**	**-£276,149.69**

5.Duos

	Year 0	Year1	Year 2	Year 3	Year 4
Hardware And Accessories					
Hardware costs	-£23,814.00	£0.00	£0.00	£0.00	£0.00
Additional devices (e.g. mouse, printer, screen)	£0.00	£0.00	£0.00	£0.00	£0.00
Annual service charge	£0.00	£0.00	£0.00	£0.00	£0.00
Replacement Hardware Costs	£0.00	-£6,012.00	-£6,192.36	-£6,378.13	-£6,569.47
Software and Security					
Warranty for hardware	£0.00	£0.00	£0.00	£0.00	£0.00
Security/GCSX	£0.00	£0.00	£0.00	£0.00	£0.00
Software licence costs	£0.00	£0.00	£0.00	£0.00	£0.00
Printing and Postage					
Printing costs for agendas and reports	-£9,586.29	-£9,873.88	-£10,170.10	-£10,475.20	-£10,789.45
Postage costs for agendas and reports	-£5,471.16	-£5,471.16	-£5,471.16	-£5,471.16	-£5,471.16
Member's toner costs	-£1,713.69	-£1,765.10	-£1,818.05	-£1,872.60	-£1,928.77
Additional Support					
ICT support costs	£0.00	£0.00	£0.00	£0.00	£0.00
ICT Member Support (dedicated post)	-£29,815.00	-£30,709.45	-£31,630.73	-£32,579.66	-£33,557.05
Internal training costs	-£362.66	£0.00	£0.00	£0.00	£0.00
Total Expenditure	**-£70,762.80**	**-£53,831.59**	**-£55,282.40**	**-£56,776.74**	**-£58,315.91**
Income	£0.00	£0.00	£0.00	£0.00	£0.00
Total	**-£70,762.80**	**-£53,831.59**	**-£55,282.40**	**-£56,776.74**	**-£58,315.91**
Cumulative Total	**-£70,762.80**	**-£124,594.39**	**-£179,876.79**	**-£236,653.53**	**-£294,969.44**

6.Member Allowance

	Year 0	Year 1	Year 2	Year 3	Year 4
Member ICT Allowance					
ICT Allowance	-£21,600.00	-£21,600.00	-£21,600.00	£0.00	£0.00
Printing and Postage					
Printing costs for agendas and reports	£0.00	£0.00	£0.00	£0.00	£0.00
Postage costs for agendas and reports	£0.00	£0.00	£0.00	£0.00	£0.00
Member's toner costs	£0.00	£0.00	£0.00	£0.00	£0.00
Internal Support					
ICT Member Support (dedicated post)	£0.00	£0.00	£0.00	£0.00	£0.00
Internal training costs	-£362.66	£0.00	£0.00	£0.00	£0.00
Total Expenditure	**-£21,962.66**	**-£21,600.00**	**-£21,600.00**	**£0.00**	**£0.00**
Income	£0.00	£0.00	£0.00	£0.00	£0.00
Total	**-£21,962.66**	**-£21,600.00**	**-£21,600.00**	**£0.00**	**£0.00**
Cumulative Total	**-£21,962.66**	**-£43,562.66**	**-£65,162.66**	**-£65,162.66**	**-£65,162.66**

Briefing Note - the taxation of Members' Allowances

The option to pay an allowance to Members to cover the cost of providing their own hardware and support gives rise to a taxable benefit under current regulations, in the same way that the basic allowance is treated as taxable earnings. However, in the same way that the basic allowance can be offset by expenses to reduce or eliminate tax exposure, expenses incurred in purchasing equipment, support and consumables in carrying out the duties of a district councillor can also be claimed.

Central government has provided general guidance on the taxation of members' allowances which can be found at the following link:

http://www.hmrc.gov.uk/manuals/eimanual/EIM65970.htm

This guidance covers

o   the relevant tax rules
o   which allowances are taxable
o   the treatment of expenses incurred by a member carrying out approved duties which are reimbursed by the authority
o   what tax relief is available for expenses that the authority does not reimburse.

It may be possible for the authority to be granted a dispensation to avoid having to treat the allowances as a taxable payment. Where an allowance is clearly intended to do no more than reimburse expenses actually incurred in carrying out the councillor's duties, and the expense was incurred only because of the office, HMRC may be prepared to authorise payment of the allowance without deducting tax. Before doing this, they will need to be satisfied, however, that the allowance is at a reasonable scale and is clearly intended to do no more than reimburse expenses actually incurred. This would mean that no private use of the equipment would be allowed

Should the option to provide a laptop be chosen then a dispensation would also be required to prevent the supply of equipment being taxed, as tax rules on the supply of computer equipment changed in 2006. Any application for a dispensation would be dealt with by the Payroll Manager on behalf of the authority, rather than individual members.

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