



# AGENDA

**NOTE: In the case of non-members, this agenda is for information only**

- Committee - JOINT AUDIT & SCRUTINY PANEL**
- Date & Time - WEDNESDAY, 24TH NOVEMBER, 2010 AT 10.30 AM**
- Venue - ST GEORGE'S ROOM, ELIZABETH HOUSE, DEREHAM NR19 1EE**

**Members of the 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 Committee.**

## **The Panel**

Mr S.G. Bambridge  
Councillor Claire Bowes  
Mr R.P. Childerhouse

Mr J.P. Cowen  
Mr C.R. Jordan  
Mr D.S. Myers

**PERSONS ATTENDING THE MEETING ARE REQUESTED TO TURN OFF MOBILE TELEPHONES**

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

Date: 16 November 2010

**PART A - ITEMS OPEN TO THE PUBLIC**

Page(s)  
herewith

1. **CHAIRMAN**  
To elect a Chairman.
2. **APOLOGIES**  
To receive any apologies for absence.
3. **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 Member's Code of Conduct requires that declarations include the nature of the interest and whether it is a personal or prejudicial interest.
4. **NON-MEMBERS WISHING TO ADDRESS THE MEETING**  
To note the names of any non-members who wish to address the meeting.
5. **TERMS OF REFERENCE**  
To note the Terms of Reference for the Panel. 1
6. **REVIEW OF THE PROVISION OF ICT EQUIPMENT AND FACILITIES FOR ELECTED MEMBERS**  
Report of the Director of Corporate Resources. 2 - 4
7. **NEXT MEETING**  
To agree dates for future meetings.

## **Terms of Reference for Joint Audit and Scrutiny Panel**

- Councillors:**
- 1. To collate and channel feedback from party members regarding the ICT service and present these to the task group for discussion and agree such action as necessary.*
  - 2. To provide feedback on areas of the service that may require additional focus post election 2011 and to hear proposals from the ICT service to meet Councillor's/Members specific needs. (NB this to include an overview of technology opportunities currently under investigation/available in market – and to include telephony, ICT and any additional technology requirements not yet identified. Also worth capturing any ICT needs for Member rooms/Committee rooms at this stage for completeness).*
  - 3. To consider and acknowledge current policies and procedures pertaining to the service and make recommendations on behalf of all councillors in order to maintain a secure, controlled and sustainable environment in which they can receive ICT services.*
  - 4. To recognise the financial challenges that the public sector are under and to activity consider and promote alternative delivery mechanisms*
- Member Services:** *To enable and facilitate workshops – to provide background information on Member support costs and to determine affordability of proposals. Also to benchmark service wants/needs against other Local Authorities' ICT provision to determine if requirements are reasonable/affordable – (this against a backdrop of providing more for less where possible) Also, to ensure our Charter Mark plus obligations are not compromised in process, and to provide guidance and advice on evaluation of Member requirements. NB Requirements to be assessed on a 'must/should/could' basis.*
- ICT Client/support:** *To provide ICT representation for all operational activities. To provide costs of current ICT service. To provide an overview of alternative technologies available, and to assist with benchmarking activities. To provide an overview of the potential service model post Steria – and an overview of industry 'hot topics' such as Security, Carbon Reduction, Self Service benefits which may influence proposals – together with any supporting information on any connectivity challenges, such as poor broadband or 3G coverage etc etc.*
- Outcomes** *Provision of paper on current scope and cost of support service, and to include a minimum of 3 options for future service provision, including self provision (i.e a Member allowance for broadband/hardware/phone), cost of as is service and other alternatives, together with issues/risks of each option.*

Agenda Item 6  
**BRECKLAND COUNCIL**

**Report of the Director of Corporate Resources to the  
Joint Audit and Scrutiny Panel – 24<sup>th</sup> November 2010**

**ICT Equipment for Members**

**1. Purpose of Report**

- 1.1 To appraise the Audit and Scrutiny Panel (JA&SP) of the approach to be adopted regarding the review of ICT Equipment and Services for Members.

**2. Recommendations**

It is recommended that the Panel acknowledge and accept the proposed workshop structure for JA&SP Members

**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 In order to maximise its investments in ICT, Breckland Council have opted to 'sweat' its ICT assets to ensure full value is received from each item of hardware.
- 3.1.2 This has meant that hardware has been in use (at officer and Member level) an extended period of time, and repaired rather than replaced where possible.
- 3.1.3 The advantages to this approach are 3 fold; it minimises disruption due to unnecessary planned change of hardware (and associated costs of re-imaging kit, travel, installation etc); it allows ICT to review other technologies to deliver the same service, based on technological change; and it reduces costs to the Authority at a time when there is significant focus on effective management of public expenditure, as well as a number of 'green agenda' benefits to extending use of hardware.
- 3.1.4 It should also be noted that the current client devices/'end user' hardware platforms are becoming increasingly commoditised and therefore much cheaper – but with greater investments being made at the back (server) end (e.g. 'cloud' computing) seeking to deliver greater services, with increased capabilities but without loss of security – to a wide range of user platforms (handheld through to fixed desktop) – thereby opening up more opportunities for Breckland and its Members and officers..
- 3.1.5 It is also recognised that from a timing perspective, reviewing service provision now, and agreeing a model to be adopted following the Local Elections in 2011 provides a good opportunity to revisit Member expectations, to review current market trends and services and to seek to provide a new common platform to ensure that Breckland Members post May 2011 are best placed to fulfil their roles within the Council/their respective communities.

3.1.6 The approach to achieve this will be to initiate discussions with a group of Members to ascertain the following:

3.1.6.1 Identification of any current issues with existing technology/systems/services/support - including mod.gov / Breckland Intranet – connectivity, hardware, printers etc.

3.1.6.2 Potential opportunities/requirements from new technologies, services

3.1.6.3 Identification of any educational, and/or technological, and/or training and/or security, and/or financial/other barriers to achieving the above.

## 3.2 Issues

3.2.1 There are no issues identified at this stage.

## 3.3 Options

3.3.1 Options available are:

3.3.2 A) Do nothing. Breckland have managed to extract significant value out of its ICT hardware for Members – however there is wide recognition that the current hardware is now uneconomic to continue to repair, therefore costs of service would increase as a result of a ‘do nothing’ option.

3.3.3 B) Review the service, and agree a way forward post elections 2011 that ensures Members receive an affordable, supportable value for money service that meets with their current and coming requirements where possible.

## 3.4 Reasons for Recommendation(s)

3.4.1 The Council needs to keep on top of both technological advances, and also be cognisant of changing Member requirements as technology becomes more pervasive. The aim of the panel therefore is to clarify where possible future needs of Members, to appraise Members of technology that may assist with their council business, and to recommend an approach to be adopted post elections in May 2011.

## 4. **Risk, Impact and Financial Implications**

### 4.1 Risk

4.1.1 No risks identified at this stage.

### 4.2 Financial

4.2.1 There are no financial implications at this stage

## 5. **Legal Implications**

5.1 None at this stage

**6. Other Implications**

- a) Equalities: None
- b) Section 17, Crime & Disorder Act 1998: None
- c) Section 40, Natural Environment & Rural Communities Act 2006: None
- d) Human Resources: None
- e) Human Rights: none
- f) Other: [e.g. Children's Act 2004]: None

**7. Alignment to Council Priorities**

7.1 Your Council – Your Services

**8. Ward/Community Affected**

8.1 None.

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Key Decision Status (Executive Decisions only):