

The digital transformation task group came up with the following recommendations in their final report. Explanation of how these have been addressed is included alongside each recommendation.

No.	Recommendation	Action Taken / Result
1	Implementation should begin with one of the 14-Member committees.	The devices will be rolled out a few at a time, to ensure that ICT and democratic services staff are dealing with a manageable number of training sessions at any one time. The committee structures will be taken into account, but so will other factors such as training needs and member availability.
2	The roll out should be to one committee at a time.	See above.
3	A programme for the roll-out of paperless meetings should be planned and delivered, with all meetings (Committee meetings, task group meetings, working group meetings and other meetings) being paperless by May 2019 at the latest.	In anticipation of a number of Councillor changes at the election in May 2019 (as many current councillors are not standing for re-election), the roll out will take place from May 2019 and will span a few months as a phased roll out (as suggested in items 1 and 2 above) is being adopted.
4	Every councillor should be offered one-to-one or small group training at a level that is appropriate for them.	Two types of training will be provided and offered to all users. ICT will deliver training on how to use the device and its general features. Democratic Services will deliver training on how to use the Modern.gov app. It is anticipated that not all users will require both types of training, depending on their familiarity with tablet devices and the app. A brief overview of the device and the Modern.gov app will be provided to each Councillor in the form of an electronic and paper quick reference guide.
5	The implementation of a new committee system and the move to paperless meetings should include <u>all</u> councillors unless there are specific medical conditions that prohibit that.	The devices will be supplied to all Councillors, unless there is a medical reason not to do so.
6	Regular, on-going support must be provided for councillors, perhaps to include regular iPad clinics before Full Council meetings.	The Councillors will be able to access the TOPdesk self-service portal (ICT service desk system) via the device, so they can get additional ICT support or report problems. In cases where the device will not function, they will be able to phone the ICT service desk on 01253 887652. During the roll out of the devices, additional training and support will be available.
7	Democratic Services Officers will play a key role in implementation and on-going support for councillors	Democratic Services officers will provide the initial training in the use of the Modern.gov app and provide help and support in using the app. They will also use the app during Council meetings they attend.

8	All councillors should be issued with a device that is appropriate to the individual's needs – an iPad with 9.7 inch screen is a minimum requirement.	It is proposed to procure Samsung Galaxy Tab A devices which have a 10.5" screen. A similar device with a 10.1" screen was used during the trial and no negative feedback was received regarding the readability.
9	Individual devices should be easily identifiable.	There are a number of ways of achieving this objective. It is proposed that the names of each Councillor will be digitally assigned to the device and asset number stickers will be placed on the casing, making the devices easily distinguishable.
10	Devices to be used for agendas, committee papers, email, calendar, invitations, etc. – in fact, as much as possible, with appropriate guidance.	It is envisaged, that in addition to use of the Modern.gov app, the devices can be used for the following: <ul style="list-style-type: none"> • Outlook (Email, calendar, contacts etc) • TOPdesk self-service portal (to contact the ICT department) • MS Office (Word, Excel etc) However, this is subject to the successful roll out of Office 365 at the Council which is due in Spring 2019.
11	The policy for the retention of files and documents needs to recognise that councillors might need to access historical documents in meetings on occasions.	As standard, documents which are downloaded within the Modern.gov app will be stored on the device for 6 months. After this point unless they are saved elsewhere, any additions made to the document, such as highlighting, notes or comments will be lost. Councillors who wish to keep the amended documents for more than 6 months will be advised to save the documents in "The Cloud" using Office 365 functionality. Full details and training on how to do this will be provided.
12	Confidential 'green paper' documents must be easy to access.	The Modern.gov restricted app has been purchased which will allow Councillors to easily access the restricted papers they are currently entitled to see. This will work seamlessly with the process for non-restricted documents.
13	Full consideration should be given, at a later stage in the implementation process, to the provision of data for devices.	It is not proposed to provide data due to budget constraints. However, it is not envisaged that this will be needed as wi-fi is available at the Civic Centre. The devices are also capable of connecting to other wi-fi networks, such as in Councillors homes or other places they visit such as libraries. Once a document is downloaded, it is stored locally on the device and so can be re-opened and read without a data connection. <p>The tablet devices can also be tethered (mobile hotspot) to certain smartphones or other 4G data providers so they can be used on the go. This will be at the expense of the user, although</p>

		the size of documents needed is relatively low so these downloads would be inexpensive.
14	The wi-fi system in the council's committee rooms will need to be fit for purpose.	<p>A project to improve the wi-fi at the Civic Centre is on the ICT work plan for 2019. Wi-fi is currently available in public areas of the Council, including the Council Chamber, Members Lounge and Committee Rooms and this worked well during the trial.</p> <p>As with current practice, it is recommended that documents are opened and read prior to a meeting.</p>
15	Charging points and chargers should be made available to members, but not in the committee rooms.	<p>Each device will be supplied with a charger which can be used in any socket within the Civic Centre. Communal chargers will not be supplied. However, a small supply of battery packs will be available to borrow for the duration of a meeting, should they be required.</p> <p>The Samsung tablet devices have a lengthy battery life which will last for many hours so are unlikely to go flat during the course of a meeting if they had a reasonable amount of charge at the start of the meeting.</p>