

Report of:	Meeting	Date
Marianne Hesketh, Service Director Performance and Innovation	Overview and Scrutiny Committee	7 January 2019

Modern.gov Progress Update

1. Purpose of report

1.1 To provide Overview and Scrutiny (O&S) Committee with some background information about the progress made with the recommendations following the Digital Transformation Task Group and implementation of the Modern.gov project.

2. Outcomes

2.1 This report is for information only and is not intended for decision making purposes.

3. Information

3.1 The recommendations as set by the Overview and Scrutiny Digital Transformation Task Group have been used by the ICT section and Democratic Services when planning phase 2 of the Modern.gov project (the roll out of tablet devices). See appendix 1.

3.2 A trial of using the Modern.gov app on various tablet devices took place from early October to mid-November of 2018. Four Councillors were involved. The Councillors and the devices they trialled are:

- Cllr Ian Amos: Samsung Tab A 10.1" (Android)
- Cllr Rita Amos: Samsung Tab A 10.1" (Android)
- Cllr John Ibison: Lenovo Tab 4 10 Plus (Android)
- Cllr Rob Fail: iPad 32 GB 9.7" (Apple)

3.3 Feedback from the councillors who participated in the trial has been captured and is set out below:

Samsung Tab A

- It was easy to navigate within an agenda pack, easier than using paper documents.
- The device was useful to access emails.

- On one occasion, an agenda could not be seen on the Modern.gov app so a hard copy was used. ⁱ

iPad

- The ability to annotate comments against particular paragraphs and then navigate between them is really easy after a few meetings.
- There are too many passwords and passcodes to get in to the device and app.
- Further training and support documentation / instructions would be useful for the full roll out, especially on accessing green papers.
- The device was OK for quick emails, but no substitute for composing an email on a laptop or PC. The ability to format emails is more difficult.
- A longer trial would have been useful as I only had a small number of meetings in the timeframe.

Lenovo Tab 4

- The device was excellent for checking emails.
- Would like more training when the devices are rolled out.
- When the devices are rolled out, I will want to use it for everything
- The battery life of the device was very good. It went weeks without charging.
- As the Modern.gov app was so quick and easy to use, I ended up looking at documents from other committees which I am not on, which provided useful background information.

3.4 Whilst the trial was underway, ICT were able to determine that the “Mobilock Pro” security software set up on the Android devices was fit for purpose and suitable to be rolled out more widely within the Council

3.5 Android devices were trialled as the cost to buy, set up and maintain these devices is significantly lower than those for Apple devices. The cost price for each device and its accessories (keyboard, screen protector, case etc) fluctuates, but it has been calculated that the cost of an Android device hardware and accessories will be approximately £350 whilst the cost of an equivalent Apple device and accessories would be approximately £450.

The estimated cost of set-up, ICT training, support and security software for android devices over their 4 year life span is £202 per device and £416 for Apple devices.

3.6 The cost of charging the tablet device is negligible. It has been calculated that to charge a device once a week from having 0% battery to 100% would cost £0.28 per year.

Data download costs are also minimal. An exact cost cannot be stated due to all the variations in Wi-Fi and data charges. A 4.5 MB agenda and report pack uses the same amount of data as reading 151 emails or watching 1 minute and 30 seconds of TV on a mobile device. Free Wi-Fi is available to all Councillors in the Civic Centre and other public places, such as local libraries.

3.7 Initially, funding for the purchase of the tablet devices will be taken from earmarked reserves and paid back over a four year period. However, the IRP (Independent Remunerations Panel) is expected to recommend in its' report to the Council on 17 January 2019 that the Councillors ICT allowance ceases from after the next election (May 2019). If that recommendation is approved by the Council the saving realised will in part be re-allocated to purchase and support the tablet devices.

Once all Councillors are using the tablet devices it is anticipated that £8,850 cashable savings and £7,120 non-cashable savings per annum will be made from agendas, minutes, reports and other supporting documents no longer needing to be printed and sent via the post.

3.8 The first devices will be rolled out after the election in May 2019. Unless a better product becomes available before this date, Samsung Galaxy Tab A devices (Android) with 10.5” screens, 32GB and wi-fi capability will be issued. These were new to the market in August 2018 so should continue to be supported for the duration of the elected Councillors’ term.

3.9 The devices rolled out will be supplied with a case, screen protector and keyboard. It will be possible to easily tell one device from another by the identification number on each device.

3.10 In addition to the use of the Modern.gov app, Councillors will be able to access:

- Their Outlook accounts (email, calendar etc)
- The TOPdesk self-service portal, to log any ICT issues or search for help.
- MS Office (Word, excel etc)

This is subject to the success of the roll out of Office 365 across the Council in Spring 2019.

3.11 A portfolio holder report seeking approval for the devices will be prepared and submitted in early 2019.

Financial and legal implications	
Finance	<i>Not applicable for this report.</i>
Legal	<i>Not applicable for this report</i>

Other risks/implications: checklist

If there are significant implications arising from this report on any issues marked with a ✓ below, the report author will have consulted with the appropriate specialist officers on those implications and addressed them in the body of the report. There are no significant implications arising directly from this report, for those issues marked with a x.

risks/implications	✓ / x
community safety	x
equality and diversity	x
sustainability	x
health and safety	x

risks/implications	✓ / x
asset management	x
climate change	x
ICT	✓

Processing Personal Data

If the decision(s) recommended in this report will result in personal data being processed, a privacy impact assessment (PIA) will have been completed and signed off by the council's Data Protection Officer before the decision is taken (as required by the General Data Protection Regulations 2018).

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List of appendices

Appendix 1 Recommendations and Actions

ⁱ It is thought this was due to the app not being forced to refresh and only displaying information which was downloaded previously. The issue did not reoccur when the ICT department undertook further testing.