

**DEMOCRATIC SERVICES COMMITTEE**

Minutes of a meeting held on 25<sup>th</sup> November, 2019.

Present: Councillor L.O. Rowlands (Chairman); Councillors: G.D.D. Carroll, M.J.G. Morgan, A.R. Robertson and N.C. Thomas.

**473 APOLOGIES FOR ABSENCE –**

These were received from Councillors O. Griffiths, Mrs. S.M. Hanks, N.P. Hodges, K.F. McCaffer and M.R. Wilson.

**474 MINUTES –**

RESOLVED – T H A T the minutes of the meeting held on 22<sup>nd</sup> July, 2019 be approved as a correct record.

**475 DECLARATIONS OF INTEREST –**

No declarations were received.

**476 ICT UPDATE FOR MEMBERS (MD) –**

The Operational Manager for ICT apprised Members of the outcome of the Elected Member ICT Satisfaction Survey conducted in 2018 which had resulted in a 58% response rate. The purpose of the survey was to ascertain feedback from Members on a whole year of ICT support at that point in time. The survey provided an accurate indication of the extent and type of ICT usage by Members, their appraisal of the quality of ICT support available to them and any improvements identified. The main highlights were identified as follows:

- The ICT service was viewed as “fairly important” or “very important” by 100% of respondents;
- 33.3% of respondents had “rarely” or “very rarely” experienced any ICT related issues;
- The quality of the ICT service was rated as “excellent” or “very good” by 92.5% of respondents and 76% of respondents thought that the ICT support hours served their needs;
- 89% of respondents rated the ICT equipment which they were provided with when they took up their elected office met their needs;
- 81.5% of respondents thought that connecting to the Council’s computer network from home was a simple process;
- 79% thought that accessing their emails on their Council mobile phone was easy to do;
- 100% of respondents said they were aware of the Council’s Information Management and ICT Security policies;

- 92% of respondents indicated that they felt secure from cyber threats when using their Council computer equipment;
- 81.5% of respondents believed that they had received adequate training to use their Council devices with 55% saying that they would be interested in receiving further training if it was offered, but their availability to attend this training may prove challenging due to their workloads.

The Committee was also updated regarding the Members' Office 365 Pilot which had been originally planned to be rolled out during November 2019 initially to Cabinet Members but had since been postponed until the New Year due to the timing of the snap General Election. The wider roll out to all Members would be programmed following feedback from the pilot. Face to face training would be provided to Members as part of the roll out facilitated by the Organisation Development Team, with ICT being on hand to support any technical issues. The Committee was also informed of other related product innovations linked to the introduction of Office 365 which would be deployed and include "Teams" and "Intune".

The Committee was also apprised by the Operational Manager of other ICT projects currently being undertaken linked to the Learning in Digital Wales 2 programme, details of which were set out in the report.

Progress of the Council's Print Strategy which aimed to reduce the volume of hard copy prints that were being generated by the Council and to reduce the associated costs and carbon emissions was also referred to. The Operational Manager indicated that since the implementation of the Strategy, it had become apparent that on average, print volumes had not reduced in the previous 12 months following an initial drop, despite the Strategy, a reduction in physical printers and associated staff communications. It was hoped that the introduction of Office 365 would go some way to reduce the need for hard copy prints as the ability to collaborate on digital documents would be simplified and become more intuitive going forward.

Discussion ensued with Members welcoming the introduction of Office 365 with it being noted that once the roll out of the programme had been completed and the required information governance and ICT security policy and controls had been implemented, Members would have the ability to use their own personal ICT equipment to undertake Council business.

The Chairman, referring to the availability of electronic agendas and associated reports, enquired if the electronic versions could be provided in yellow due to his disability. The Operational Manager ICT indicated that he would investigate the feasibility of this being made available.

RESOLVED – T H A T the outcome of the Member ICT Survey and the various developments currently being undertaken by the Council's ICT service be noted.

#### Reason for decision

To ensure that Members were aware of the result of the Member ICT Satisfaction Survey and to the work currently being undertaken by the Council's ICT service to the wider Council.

477 INDEPENDENT REMUNERATION PANEL FOR WALES (IRPW) DRAFT ANNUAL REPORT 2020/21 (HDS) –

The Head of Democratic Services provided a report which commented on the Independent Remuneration Panel for Wales (IRPW) Draft Annual Report 2020/21 which was currently subject of consultation and due to conclude on 10<sup>th</sup> December, 2019. The comments of the Committee would form the Council's response to the IRPW draft proposals for the above period.

RESOLVED – T H A T the comments of the Committee as set out in Appendix A to the report be forwarded to the Independent Remuneration Panel for Wales as the Council's response to its draft proposals by 10<sup>th</sup> December, 2019.

Reason for decision

To respond to the IRPW draft determinations for the financial year 2020/21.