



BASSETLAW

DISTRICT COUNCIL
NORTH NOTTINGHAMSHIRE

IT AND ACCESS SUB-COMMITTEE

AGENDA

Meeting to be held in the
Council Chamber
Retford Town Hall

on

Tuesday 23rd March 2010

at

4.00 p.m.

(Please note earlier start time of meeting)

(Please note time and venue)

**(Please turn off mobile telephones during meetings - In case of emergency
Members can be contacted on the Council's mobile telephone)**

Bassetlaw - Serving North Nottinghamshire

District Council Offices, Potter Street, Worksop, Notts. S80 2AH.

IT AND ACCESS SUB-COMMITTEE

Membership 2009/2010

Councillors W. Barker, D Challinor, W. Graham, F. Hart, J W Holland, B. Jones,
Mrs. A. Simpson, K. Sutton, C. Wanless

Substitute Members: Any Member

Quorum: 3 Members

Lead Officer for this Meeting

Mr. S. B. Brown - Ext. 3767

Administrator for this Meeting

Mrs S Symcox - Ext. 3254

IT AND ACCESS SUB-COMMITTEE

Tuesday 23rd March 2010

AGENDA

1. APOLOGIES FOR ABSENCE
2. DECLARATIONS OF INTEREST BY MEMBERS AND OFFICERS
(Members' and Officers' attention is drawn to the attached notes and form)
 - (a) Members
 - (b) Officers
3. MINUTES OF THE MEETING HELD ON 28TH JANUARY 2010 * (pages 1-5)
4. MINUTES FOR ACTION * (page 7)
5. OUTSTANDING MINUTES LIST * (page 9)

SECTION A – ITEMS FOR DISCUSSION IN PUBLIC

Key Decisions

None.

Other Decisions

6. REPORT(S) OF THE DIRECTOR OF RESOURCES *
 - (a) Update – NCC Extended Hours Telephones (pages 11-13)
7. REPORT(S) OF THE HEAD OF COMMUNITY ENGAGEMENT AND PERFORMANCE *
 - (a) Bassetlaw District Council Website – Update Report and Website Monitoring (pages 15-17)
8. REPORT(S) OF THE SENIOR MANAGER SUPPORT SERVICES *
 - (a) ICT Strategy 2007-2011 - Progress Report (*report to follow*)
 - (b) Governments ICT Strategy (*report to follow*)
 - (c) Social Networking (*report to follow*)

Exempt Information Items

The press and public are likely to be excluded from the meeting during the consideration of the following items in accordance with Section 100A(4) of the Local Government Act 1972.

SECTION B - ITEMS FOR DISCUSSION IN PRIVATE

Key Decisions

None.

Other Decisions

9. REPORT(S) OF THE SENIOR MANAGER SUPPORT SERVICES *
 - (a) ICT Review (*report to follow*)
 10. ANY OTHER BUSINESS WHICH THE CHAIRMAN CONSIDERS TO BE URGENT
- * Report attached

NOTES:

1. The papers enclosed with this Agenda are available in large print if required.
 2. Copies can be requested by contacting us on 01909-533254 or by e-mail from sue.symcox@bassetlaw.gov.uk
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DECLARATION OF INTERESTS

HOW TO USE THIS FORM

There are now only two types of Declaration of Interest:

Level 1 – Personal)	Details can be found in the Councillors
)	Code of Conduct which is contained in
Level 2 – Personal and Prejudicial)	the Council's Constitution (a summary is
)	printed below)

Upon receipt of the attached form you will need to enter the name and date of the Committee and your own name. By looking at the Agenda you will no doubt know immediately which Agenda Items will require you to make a Declaration of Interest.

Fill in the Agenda Item number in the first column of the form.

Enter the subject matter and any explanations you may wish to add in the second column.

In the third column you will need to enter **either** level 1 if you are declaring a personal interest, or level 2 if you are declaring a personal and prejudicial interest.

The form must then be signed and dated. Please remember that if during the actual meeting you realise that you need to declare an interest on an additional Agenda Item number please simply amend the form during the meeting.

The form must be handed into the Committee Administrator at the end of the meeting.

NB. The following is a summary prepared to assist Members in deciding at the actual meetings their position on INTERESTS it is not a substitute for studying the full explanation regarding INTERESTS, which is contained in the Council's Constitution and the Code of Conduct for Councillors, which is legally binding.

Members and Officers are welcome to seek, PREFERABLY WELL IN ADVANCE of a meeting advice from the Council's Monitoring Officer on INTERESTS.

Personal Interests

May relate to employment or business interests
May relate to property interests
May relate to contents
May relate to interests in other bodies
OR if a decision on the matter to be discussed:
MIGHT REASONABLY BE REGARDED AS AFFECTING (A MEMBER OR OFFICER) TO A GREATER EXTENT THAN OTHER COUNCIL TAX PAYERS, RATEPAYERS OR INHABITANTS OF THE AUTHORITY'S AREA, the well being or financial position of himself, a relative or a friend or any employment, business, interest, etc. of such a person.

Prejudicial Interests

A Member with a personal interest ALSO has a prejudicial interest if a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the Members judgement of the public interest.
(Note – there are special provisions which may exclude the above provisions in certain circumstances.)

Action to be Taken – Personal Interests

Must disclose to the meeting
- existence of the interest
- the nature of the interest

Action to be Taken – Personal and Prejudicial Interests

Must:-
- declare existence and nature
- withdraw from the room
- not seek improperly to influence a decision on the matter.
(Note – there are some exceptions when acting in a scrutiny capacity.)

DRAFT

IT AND ACCESS SUB-COMMITTEE

Minutes of the meeting held at the Town Hall, Worksop on 28th January 2010

Present:

Councillor C Wanless (Chairman)

Councillors W Barker, D Challinor, J W Holland, B Jones and K Sutton

Officers in attendance: D Armiger, N Barratt, S Brown, M Coley, N Pressley, C Robinson and R Walters

29. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors F Hart and Mrs A Simpson

30. DECLARATIONS OF INTEREST

(a) Members

There were no declarations of interest from Members.

(b) Officers

There were no declarations of interest from officers.

31. MINUTES OF THE MEETING HELD ON 26th NOVEMBER 2009

RESOLVED that the Minutes of the meeting held on 26th November 2009 be approved.

32. MINUTES FOR ACTION

RESOLVED that the Minutes for Action be received.

33. OUTSTANDING MINUTES LIST

RESOLVED that the Outstanding Minutes list be received.

SECTION A – ITEMS FOR DISCUSSION IN PUBLIC

Key Decisions

None.

Other Decisions

34. REPORT(S) OF THE HEAD OF COMMUNITY PROSPERITY

(a) Customer Transactions

The Head of Community Prosperity gave a verbal report on customer transactions with particular emphasis on planning applications including building control and GIS. The systems are old and therefore outdated and there is a need to change to ones that are more of an Industrial Standard. The systems have evolved over the years but add-ons are expensive and interaction with GIS is not as good as it could be. Data management could also be improved.

However, a great deal of benefit is derived from the systems and paperwork has been reduced considerably. Customers can apply for planning permission on-line using the planning portal and it is easier to pass on information. Professionals such as architects or agents who use the portal submit the vast majority of planning applications.

Old planning documents are currently being scanned and to date, documents back to 1971 can be accessed on-line.

Problems are encountered with people phoning in for updates on planning applications and there is room for improvement: using the website is preferable. The personal service is also better with good customer interaction even though there is a lack of space in the planning reception area.

A new system would aid remote working. An example of this is that building development officers spend a lot of time outside, and with the right equipment could access office systems. Development in this area would be desirable.

In response to questions from Members it was agreed that it is desirable to move planning reception to the ground floor where the interview rooms would afford greater confidentiality and this is being considered.

The Senior Manager, Support Services provided additional information on GIS. Even though the system is 17 years' old and is not of an Industry Standard, a great deal of progress has been made. The Local Land and Property Gazetteer has been fed into the National Register, but problems with the old technology deny the information to a wider audience, The East Midlands won a National Award for their Local Land and Property Gazetteer and in Bassetlaw 99.9% of properties now have a Unique Property Reference Number (UPRN). The old technology however makes it difficult to integrate with other partners and the planning department could make much greater use of GIS with all its information with two new systems of Industry Standard.

It is also difficult to recruit high calibre staff with experience of our old systems and a new GIS would have a wider base corporately and additional GIS data could be made more easily available to the public.

RESOLVED that the report be noted.

35. REPORT(S) OF THE HEAD OF COMMUNITY ENGAGEMENT AND PERFORMANCE

(a) Bassetlaw District Council Website – Update Report and Website Monitoring

Members were provided with updates on the progression of and monitoring information of the Council's Website.

Items discussed included the Events Calendar Plug-in, Audit of Website, Communications Working Group, Strategic Communications Group and Website Monitoring.

Members expressed views as to how much of their personal information should be available on the web-site and as there were mixed views it was agreed that there is a need to gather ideas on the subject.

It was further agreed that there is a need to communicate the use of the web site more internally and that the web site should be used to inform the public of such events as a double refuse collection following a non-collection due to adverse weather conditions.

RESOLVED that the report be noted.

36. REPORT(S) OF THE SENIOR MANAGER SUPPORT SERVICES

(a) ICT Strategy 2007 – 2011 – Progress Report

Members were presented with a report to update them on the progress of Projects in the agreed Information Communication Technology Strategy.

It was agreed that regular updates would be presented to allow Members to monitor progress following Cabinet approval of the ICT Strategy 2007-11.

The progress made to date of key changes was detailed in a schedule attached to the report.

RESOLVED that

The Sub-Committee note and support the progress on projects arising from the ICT Strategy 2007-2011.

ADDENDUM: Page 20 (c) The Financial - Ref should read 10/496

Page 20 (d) The Legal – Ref should read 25/02/10

(b) Internet/E-Mail Acceptable Usage Policy – Draft Report

A report was presented to Members to obtain their comments and endorsement on the proposed Internet/Email Acceptable Usage Policy prior to an April 2010 implementation.

A draft Policy Document was attached as an appendix to the report and Members were made aware that elements of the policy applied to them and that they could be disciplined for infractions of the policy.

Members raised the subject of political lobbying e-mails and it was agreed that this needed to be further investigated and guidance would be sought from the LGA.

RESOLVED that:

1. Members recommend that the Draft Report be referred to Cabinet for Approval.
2. Guidance be sought from the LGA re political lobbying e-mails

ADDENDUM: Page 32 (c) The Financial - Ref should read 10/3/4
Page 32 (d) The Legal – Ref should read 20/01/10

(c) Snow and Home Working

A verbal report was presented to Members on this subject.

The recent snowfalls had caused problems on a national scale, and this raised the subject of staff working from home.

To date the Council holds 25 Portal Licences that cope with the current numbers of around 40 accessing from home on an adhoc basis. Dedicated home workers would require additional licences and upgraded Portal software. A document management system access has been tested and is now available. A further problem is that security processing does not allow the use of home personal equipment and there is also a need for a HR policy, monitoring system and health and safety issues to be resolved.

There are pros and cons to home working with cost implications but it can be beneficial in many cases.

RESOLVED that the report be noted.

SECTION B – ITEMS FOR DISCUSSION IN PRIVATE

None.

Other Decisions

37. ANY OTHER BUSINESS

The Chairman informed Members that it is now one year since they changed the timing of the meeting from afternoons to evenings and sought an opinion on the future.

RESOLVED that the Sub-Committee meetings continue to be held at 6pm

As there was no other business to be discussed, the Chairman closed the meeting.

MINUTES FOR ACTION AND IMPLEMENTATION SHEET

IT AND ACCESS SUB-COMMITTEE

28/01/10

FROM: Senior Democratic Services
Officer

TO: HRCS = Head of Revenues & Customer Services
SMSS = Senior Manager Support Services

The following decisions are brought to your attention for action by the appropriate Officers within your Division.

25. REPORT(S) OF THE HEAD OF REVENUES AND CUSTOMER SERVICES

(a) Telephone Access Project (Extended Hours)

RESOLVED that

(2) An update report on the telephone access extended hours project be presented at the next meeting of the IT and Access Sub-Committee.

HRCS

27. REPORT(S) OF THE SENIOR MANAGER SUPPORT SERVICES

(a) Customer Transactions

RESOLVED that

2) All Heads of Service be requested to attend future meetings of the Sub-Committee to explain how 'e-enabling' is being developed in their service.

SMSS

36. REPORT(S) OF THE SENIOR MANAGER SUPPORT SERVICES

(b) Internet/E-mail Acceptable Usage Policy – Draft Report

RESOLVED that

1) Members recommend that the Draft Report be referred to Cabinet for Approval.

Committee Administrator

IT AND ACCESS SUB-COMMITTEE23RD MARCH 2010OUTSTANDING MINUTES LIST

Members please note that the updated positions are shown in bold type following each item.
(HRCS = Head of Revenues and Customer Services; SSSM = Senior Support Services Manager)

<u>Min. No.</u>	<u>Date</u>	<u>Subject</u>	<u>Decision</u>	<u>Officer Responsible</u>
20(e)	5.9.08	Customer Access Initiatives Report to be presented to a future meeting	(2) An update report be brought to the next meeting	HRCS
25(a)	26.11.09	Telephone Access Project Meeting to review the pilot project was cancelled by County Council staff. A new meeting is to be arranged and a report will be presented once this has taken place.	(2) An update report on the telephone access extended hours project be presented at the next meeting of the IT and Access Sub-Committee	HRCS
34(b)	28.01.10	Internet/E-mail Acceptable Usage Policy-Draft Report	(1) Members recommended that the Draft Report be referred to Cabinet for approval (2) Guidance be sought from the LGA re political lobbying e-mails	Committee Administrator SMSS

BASSETLAW DISTRICT COUNCIL
INFORMATION TECHNOLOGY AND ACCESS SUB-COMMITTEE
23rd MARCH 2010

Report Of the Director of Resources

Update- NCC EXTENDED HOURS TELEPHONES

Cabinet Member: Councillor C. Wanless
Contact: A Watson
Ext: 3861

1. Public Interest Test

The author of this report, Adele Watson has determined that the report is not confidential.

2. Purpose of the Report

This report is to provide an update of the Extended Hours Service provided by Nottinghamshire County Council.

3. Background and Discussion

3.1 The extended hours one year pilot was implemented in January 2009 for calls to 01909 533533 (main switchboard). This provides callers to the District Council with a total of 19 additional hours per week. Monday – Friday 5pm – 8pm and Saturdays 8am – 12noon

3.2 The Notts County Council service supports BDC customer access, visions, aims and objectives

3.3 County officers answer the call (via 533533) as Bassetlaw District Council and either provide answers to enquiries using BDC website or forward the enquiry via email to customer.services@bassetlaw.gov.uk using Lagan CRM

3.4 Notts County Council confirmed that the first 3 months of the pilot would be at no charge to BDC. The charging period would start from April 2009. The average number of calls per day is low at 8.

3.5 The costs are based on £25 per hour. This is a very cost effective way of providing the service. Invoice will be raised for the works carried out from 1st April – 31st December 2009 and quarterly thereafter. The average talk time is 30 hours per month (the County charge for actual time spent with the call, not hours of providing the service). Cost to 31/12/2009 is estimated at £6750. No cost increase/changes are to be applied from April 2010

- 3.6 Following the years pilot, a meeting recently took place with the County to evaluate the service. It is clear that the original objective of offering our customers extended hours of telephone contact has been achieved.
- 3.7 The arrangement has provided a cost effective means of offering the service and developed our relationship with the County Council.
- 3.8 Looking to the future, County Council want to continue with the service and are also keen to expand. The new Macfarlane telephony system purchased by Bassetlaw will allow us to transfer more calls to Notts County Council rather than just the main switchboard calls. This needs to be carefully planned.
- 3.9 A further working group meeting took place to consider extended hours services that could also be transferred to County as quick wins eg missed bins.
- 3.10 Following a working group meeting, we are at present working towards implementaion of an "invisible to the customer" advisor page on the website, this will enable staff to access one page and select the information they require to resolve the customer enquiry. This isn a familiar call centre approach as staff cannot be trained in all eventualities.
- 3.11 Collection of payments was discussed, County taking payments may help with the cashiers closure program at Bassetlaw from 1/4/10. County will be speaking with their Audit and IT to see if this is possible, within their policies and procedures.

Implications

- a) For service users

This report concerns improvements to the Council's customer service linked to the efficiency agenda..

- b) Strategic & Policy

The report is consistent with Government aims for better customer access and together with the Council's customer aims in the new corporate plan.

- c) Financial - Ref: 10/95

An £18,000 Service Improvement Bid was carried forward from 2008/09 to fund the implementation of the Extended Hours Service.

A new provision will have to be made for ongoing call handling costs from April estimated in the region of £10,000 pa

- d) Legal – Ref: 72/03/10

none

- e) Human Resources

none

f) Community Safety, Equalities, Environmental

Improving access to services is a positive equality approach

5. Options, Risks and Reasons for Recommendations

5.1 The Council has the option not to progress any further with the project. The pilot has demonstrated that there is a demand for extended hours of contact. It is proposed that the project be extended, this will help to develop the customer partnership with the County Council. The project is in accordance with the Customer Access Strategy.

6. Recommendations

6.1 That members support the development of the service into 2010/11 as outlined in the report.

BASSETLAW DISTRICT COUNCIL

IT AND ACCESS SUB-COMMITTEE

23 MARCH 2010

**REPORT OF THE HEAD OF COMMUNITY ENGAGEMENT AND
PERFORMANCE**

**BASSETLAW DISTRICT COUNCIL WEBSITE - UPDATE REPORT AND
WEBSITE MONITORING**

Cabinet Member: Community Engagement and Performance
Contact: Carol Robinson
Ext: 5152

1. Public Interest Test

The author of this report, Carol Robinson, has determined that the report is not confidential.

2. Purpose of the Report

To provide regular updates on the progression of and monitoring information of the Council's website.

3. Background and Discussion

3.1 Councillors pages on the website

At present the BDC website has a list of the wards that are represented within Bassetlaw. The Wards are explained, so that residents can identify which ward they come under. When the user clicks on their ward it takes you to a page that identifies who their Councillor is. This second page has a photograph of the Councilor, the contact details, including telephone number and email address. It also identifies the political party they represent. Last year the surgery dates were added to help the public see when they were able to meet their Councillor.

Examples of other Councillor pages

Some authorities have similar pages to that of Bassetlaw. Others go further into detail.

Areas that Bassetlaw do not cover under these pages are: Committee appointments, Responsibilities (ie Cabinet member portfolio), Council Allowance, other roles within the Council (ie Member Champion), Appointments to outside bodies, Biographies.

Other ideas for the Councillor pages could be to put a contact form for users that wish to contact out of hours, or just because they prefer the online approach. A message from the Member. (Examples to be shown)

3.2 Homepage

The website has recently hosted a video of the Mercians march through Retford on 10th March 2010. This is a first for the website and is only a short video, but hopefully something that can be worked on in the future.

3.3 Website Monitoring

January and February reports to be handed out.

4. Implications

a) For service users

An up-to-date and informative website will improve the customer satisfaction experience and increase usability of the Council website.

Monitoring of the website ensures that the customer experience is maintained to a high standard.

b) Strategic & Policy

Nil.

c) Financial - Ref 9/48

Nil

d) Legal - Ref: 396/04/08

None

e) Human Resources

Nil

f) Community Safety, Equalities, Environmental

Nil

g) Whether this is a key decision and if so the reference number

No

5. Options, Risks and Reasons for Recommendations

The report is for Members' information.

6. Recommendations

That the report be noted.

Background Papers

Location

None

BASSETLAW DISTRICT COUNCIL

INFORMATION TECHNOLOGY AND ACCESS SUB-COMMITTEE

23rd March 2010

REPORT OF THE SENIOR MANAGER – SUPPORT SERVICES

ICT STRATEGY 2007-2011 – PROGRESS REPORT

Cabinet Member: Support Services
Contact: Mick Coley
Ext: 3122

1. Public Interest Test

The author of this report Mick Coley has determined that the report is not confidential.

2. Purpose of the Report

To update the Sub-Committee on the progress of Projects in the agreed ICT Strategy.

3. Background and Discussion

3.1 Following the approval of The ICT Strategy 2007-11 by Cabinet, at the November 2007 meeting of the Sub-Committee it was agreed that regular updates would be presented to allow Members to monitor progress. The format of this report links closely to the Schedule of proposed projects that identified target completion dates and where possible progress has been added to the table against these dates.

3.2 It is intended that this update on the progress of the individual projects contained within the strategy is one of a regular set of monitoring reports. This will allow an overview of progress to be made.

4. Implications

a) For service users

Resources are required from various Service Areas in order to implement the identified Projects both in manpower and budget. Resultant benefits can be far reaching, from improved quality of services to efficiencies resulting in possible job cuts and/or work transfer.

b) Strategic & Policy

This Strategy is designed to meet the Council's Strategic plans for the future and link to the corporate objectives.

