



Member IT / Data Protection Project – Implementation Review

Report of the Select Committee Member IT and Data Protection Working Group

Adopted by Select Committee 21 October 2015

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FOREWORD

In accepting the recommendations of the Select Committee in February 2014 regarding the supply of IT equipment to Members of the Council as a means of addressing data security concerns and ensuring compliance with the requirements of the Data Protection Act, Policy Committee also accepted the need for implementation of the Project to be subject to a review. On behalf of the Select Committee and the Member IT / Data Protection Project Working Group I am pleased to present the findings of that review.

Darren Maycock (ICT and Transformation Manager), David Roper-Newman (Information Governance Officer) and Andrew Mather (Member Services Manager) assisted the Working Group in this piece of work, and the Group was appreciative of their support. In adopting the Group's report on 21st October 2015 Select Committee added one additional recommendation.



Councillor David Staveley,
Chairman, Select Committee.

1 Background

During the course of 2013/14 the Select Committee considered the business case for the supply of IT equipment to Members of Council as a means of addressing data security concerns and ensuring compliance with the requirements of data protection. That piece of work concluded in a report to Policy Committee on 11th February 2014. Policy Committee accepted Select Committee's report and recommendations which were as follows:-

- (a) That, the conclusion within the business case now presented should be accepted ie. that the best solution to addressing current data security risks, delivering efficiencies and enabling progression to paperless working is to supply Members with cravenc.gov.uk e-mail addresses and iPad 2 tablet devices.
- (b) That, all Members who are currently e-mail users should be supplied with iPad tablets and all Members should be provided with, and undertake training to bring them to a position where they are able to operate within a paperless environment.
- (c) That, a training needs analysis of each Member's training requirements is undertaken to inform the preparation and delivery of a training plan.
- (d) iPads supplied to Members should be used for Council business only.

The primary driver behind supplying IT equipment to Members had been an urgent need to address data security concerns and ensure compliance with the requirements of the Data Protection Act. An additional benefit had been the potential to enable a move towards paperless meetings. As indicated in the introduction to this report the need to review implementation of the project had been accepted by Policy Committee. This working group was appointed by the Select Committee and the review commenced on 29th July 2015.

2 The Review

By providing Members with Council e-mail addresses and IT equipment and changing the way in which it communicated electronically with Members the Council had met an immediate and pressing concern regarding compliance with information assurance controls required by the Public Services Network. Ultimately the Council's success in addressing the findings of an internal audit report regarding data handling by members dated August 2013 will be assessed by the internal auditors. This review sought to establish the success or otherwise with implementation of the Data Protection and Information Technology Project for Members. The Working Group met on three occasions and canvassed the opinion of Members to gain an understanding of their views and experiences to date; the number of Members responding had been disappointing, however from those received and the experience of working group members it had been possible to establish the following:-

- the level of training promised had not been delivered and until such time as adequate training has been provided, and confidence in the use of i-pads has increased, the

aspiration to move towards paperless meetings would not be achieved. Issues identified in use of the i-pads were

How to print from an ipad, or the ability to print resulting in attachments being forwarded to personal computers / laptops

Problems using an ipad where wifi was unavailable

Not knowing how to save documents to the i-pad itself

Not knowing how to use i-annotate and other applications

How to take photographs and attach to emails

How to access the secure locker

Use of the Calendar

- Could some problems / shortcomings be addressed via apps which may be available, or simply a need for a greater understanding and awareness of the capabilities of i-pads.
- Bearing in mind the i-pad screen size reading / handling larger documents was sometimes awkward.
- There were still shortcomings in Members understanding of their position in relation to data protection; advice / further advice on the do's and don'ts in terms of data protection, would be in the both the Council's and Members' interests.
- General frustration regarding the lack of support for Members in showing them how to make effective use of their i-pads and in providing training particularly on i-annotate.
- A manual on the use of the i-pad had been provided, but having been supplied electronically on the i-pad itself, it's impact had been somewhat limited with some members either not knowing it was there or could not access it.
- It would be useful if printing using members own equipment could be supported.

Details of the training sessions on the use of i-pads provided through an external training consultant were reported, but the view was that the sessions had not proved satisfactory because group sizes had been too large and there was too greater variance in the skill levels of individual members. The Working Group was of the opinion that an external trainer could not provide the kind of small group tailored training which Members needed, and as an organisation, the Council should be able to provide training from within its own resources. The use of Members with greater expertise as coaches was also suggested.

In responding to the above points and other concerns the ICT and Transformation Manager presented a report commenting and making recommendations as follows:-

Printing directly from iPads: Forwarding Council emails, including enclosures, to Members' private (web-based) email addresses, is not recommended good practice, as sending information in an unencrypted format over the internet is not secure, and could render the information vulnerable to external attack or misappropriation. An inkjet printer is available, which is compatible with iPads and which can be operated via a free 'App' (which would have to be installed on the iPad itself). The retail cost of those printers was approximately £35 including an initial supply of cartridges. Equally, printing off large

quantities of paper documents, which then have to be carried to meetings puts the information they contain at risk of loss in transit.

Recommendation: Those Members who wish to print documents via their iPad and who are unable to attend a Council office to do so, should be provided with information to allow them to install the appropriate 'App', and also to enable them to purchase the relevant printer. Members will have to fund this expenditure out of their existing allowances provided for that purpose.

Training in the use of iPads: There were a number of options which could be used in helping Members improve their knowledge of the iPad, including further general training sessions, support and advice from other elected Members, one-to-one training for individual Members, or 'drop-in' sessions with an officer who was familiar with the iPad.

Recommendation: A printed colour version of the iPad User guide should be sent to each Member, and a named officer provided for day-to-day Member queries. An initial series of drop-in sessions could be made available from October 2015, and publicised to Members. It would be helpful if the more advanced iPad users amongst Members would be prepared to voluntarily mentor other less experienced Members in their use of the iPad.

Data Protection: Members are responsible for their residents' data in their own right as data controllers, and also responsible to the Council for the handling of certain types of information, some of which may not be used for political purposes. A draft of the main principles to be included within a protocol (copies were circulated to Working Group Members) setting out the limits and constraints when sending personal data from Members own (non-Craven) email accounts had been prepared. This would need to be read in conjunction with the Information Commissioner Office's Good Practice Note '*Advice for Elected And Prospective Councillors*', a copy of which was circulated to working group members. Further data protection awareness sessions would also be advantageous.

Recommendation: Members be provided with data protection awareness sessions and

- Guidance in the form of a protocol covering what can/should not be sent by email outside the Council's secure network.
- The ICO's Good Practice note for councillors on handling personal data (at the same time as the iPad User guide referred to above).

Members were not currently registered under the Data Protection Act and had not been since its inception. The cost of registration is currently £35 per member, however it is understood that the Government has announced its intention to remove the individual cost and allow members to register under their respective authorities.

4 Conclusion

Whilst some key elements of the Member IT / Data Protection Project have been delivered in seeking to meet the Council's obligations under the Data Protection Act; and secure compliance with information assurance controls required by the Public Services Network.

More needs to be done in enabling Members to meet their individual obligations under the Data Protection Act and / or provide the necessary confidence that they are managing data in such a way as to not fall foul of any legal obligations or breach the confidentiality of individuals' personal information.

With the level of training and support falling short of expectations, confidence in the use of their i-pads remains an issue for some Members and until such time as adequate support is in place and further training has been provided, the aspiration to move towards paperless meetings will not be achieved.

5 Recommendations

1. That those Members who wish to print documents via their iPad and who are unable to attend a Council office to do so, should be provided with information to allow them to install the appropriate 'App', and also to enable them to purchase the relevant printer. Members to fund this expenditure from their existing allowances provided for that purpose.

2. A printed colour version of the iPad User guide should be sent to each Member, and a named officer provided for day-to-day Member queries. A series of focused training sessions for small groups of members with similar skill levels, and a number of drop-in sessions should be made available and publicised to Members. More advanced iPad users amongst the Council Membership should be asked if they would be prepared to voluntarily mentor other less experienced Members in their use of the iPad.

3. Whatever training is provided in the use of i-pads should be made available in-house, and not contracted-out.

4. Members should be provided with data protection awareness sessions and also

- a. Guidance in the form of a protocol covering what can/should not be sent by email outside the Council's secure network; and
- b. Copies of the Information Commissioner's Good Practice note for councillors on handling personal data (at the same time as the iPad User guide referred to above).

5. That once training as been completed the default position should be that committee and other papers are supplied electronically only, unless a Member indicates otherwise. (recommendation added by Select Committee)

6. That, in addition to the above recommendations, the following additional points should also be taken forward

- Finance Department send claim forms to Members that they were required to print off and sign. The Council should accept electronic submission of documents from Members.
- Could the support team provide support on exporting address books to the iPad.

- As some Members struggle to follow large/lengthy documents in Council and committee meetings. The ICT Department to examine how documents are sent out and indexed, for example the possibility of colour coding documents in agendas.
- Members should sign that they have received data protection training and be offered regular refresher training.

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