



SELECT COMMITTEE

**Wednesday, 15 July 2020 at 6.30pm
(Online meeting)**

Committee Members: The Chairman (Councillor Staveley) and Councillors Brown, Harbron, Hull, Jaquin, Mercer, Metcalfe, Moorby, Pighills, Shuttleworth, Solloway and Sutcliffe.

AGENDA

Please note that due to Covid-19, this meeting will be held remotely and will be livestreamed here: <https://www.youtube.com/channel/UCdfb6ZRbYnZ1-rRliLmjUwg>

1. **Apologies for Absence** – To receive any apologies for absence.
2. **Minutes** – To confirm the minutes of the meeting held on 19 February 2020.
3. **Public Participation** – In the event that questions are received, the Chairman will conduct the public participation session for a period of up to fifteen minutes. Where questions are asked, one related supplementary question may be permitted at the Chairman's discretion.
4. **Declarations of Interest** – All Members are invited to declare at this point any interests they have on items appearing on this agenda, including the nature of those interests and whether they wish to apply the exception below.

Note: Declarations should be in the form of either:

- a “**disclosable pecuniary interest**” under Appendix A to the Code of Conduct, in which case the Member must leave the meeting room; or
- an “**other interest**” under Appendix B of the Code. For these interests, the Member may stay in the meeting room, although they must leave if membership of the organisation results in a conflict of interest.

Exception: Where a member of the public has a right to speak at a meeting, a Member who has a disclosable pecuniary interest or an other interest and must leave the room, has the same rights and may make representations, answer questions or give evidence, but at the conclusion of that, must then leave the room and not take part in the discussion or vote.

5. **Review of Members' IT** – The Chief Information Officer to present an update on Members' IT.
6. **Select Committee Annual Report 2019-20** – The Democratic Services and Scrutiny Officer to present the Select Committee Annual Report 2019-20 for approval.

7. **Work Schedule** – The Select Committee to consider and agree potential areas for review in the 2020/21 municipal year.
8. **Date and Time of Next Meeting** – Wednesday, 9 September 2020 at 6.30pm.
9. **Any other items** which the Chairman decides are urgent in accordance with Section 100B(4) of the Local Government Act, 1972.

Agenda Contact Officer:

Hannah Scales, Democratic Services and Scrutiny Officer
Tel: (01756) 706235
E-mail: hcales@cravendc.gov.uk

SELECT COMMITTEE

19 February 2020

Present – The Chair (Councillor Staveley) and Councillors Brown, Mercer, Metcalfe, Moorby, Pighills, Shuttleworth, Solloway and Sutcliffe.

Officers – Chief Executive, Human Resources Manager, Communications, Customer Services and Partnerships Manager, Democratic Services Manager and Democratic Services and Scrutiny Officer.

Apologies for Absence –

Apologies for absence were received from Councillors Jaquin, Hull and Harbron.

Start: 6.30pm

Finish: 7.50pm

Confirmation of Minutes –

The minutes of the meeting held 15 January 2020 were approved as a correct record and signed by the Chairman.

Public Participation –

There were no members of the public in attendance.

Declarations of Interest –

There were no declarations of interest.

Minutes for Report

OS.446 ABSENCE MANAGEMENT - APRIL TO SEPTEMBER 2019

The Human Resources (HR) Manager submitted a report, which outlined Craven District Council's sickness absence statistics from 1 April to 30 September 2019.

The HR Manager provided a breakdown of long and short term absence statistics. The number of days lost due to sickness per full time equivalent (FTE) was 5.6 days, which was 32% above target. This was a 20% increase in days lost per FTE compared to the same period last year.

Members were reminded that absence was considered long term if it lasted more than four continuous weeks. In comparison to the same period last year, long term absence had increased by 24%. Members noted that 17 members of staff had a period of long term absence between April and September 2019. It was noted that all 17 members of staff had now returned to work. The HR Manager explained the process for dealing with long term absence, which included phased returns and Oasis Counselling.

It was reported that the number of days per FTE lost to short term absence had increased slightly, from 1.34 days in September 2018 to 1.46 days in the 12 months to September 2019. Members attention was drawn to a chart that showed a breakdown of the reasons for short term absence, which included, musculo-skeletal problems (21%), stress / depression / anxiety (17%) and stomach issues (17%).

A breakdown of absence by service area was also provided. Members noted that whilst overall absence in Waste Management had increased by 5%, short term absence had decreased by 32%. One Member questioned the impact of recent policy changes. The Chief Executive responded that it was too early to say at this stage, although he did refer to the meticulous monitoring of short term absences now in place by Waste Management at Engine Shed Lane, which had resulted in a significant decrease.

Resolved – That the sickness absence statistics from 1 April to 30 September 2019 are noted.

OS.447

CUSTOMER SERVICES PERFORMANCE

The Communications, Customer Services and Partnerships Manager submitted a report, which presented Customer Service's performance statistics for 2019/20 and informed Members of improvements made to the service and future plans.

The Communications, Customer Services and Partnerships Manager informed Members of key changes within the service. There had been recent staffing changes, which included the Team Leader of Business Support undertaking a dual role as Team Leader for Customer Services and Business Support. In addition, two apprenticeship roles had been introduced, which combined Customer Services and Business Support, enabling flexibility within the teams. Members were also informed of the retirement of two Customer Services staff members and due to these roles not being replaced it had resulted in a £40,000 saving.

It was reported that over the last 3 years there had been a consistent drop of incoming calls into the call centre, however, Members noted that calls had increased following the decision not to post out waste recycling calendars to residents. Members were assured that calls would be monitored closely to assess the impact of not sending out the calendars. If the impact was considered significant then it would result in the re-introduction of posting out the calendars.

Members noted several improvements, which included the introduction of a 'wait here' sign in reception, the monitoring of monthly statistics against targets and call recording, which allowed for the collection of qualitative data. Members questioned whether a call-back facility would improve performance. It was advised that the system had been reviewed and would only be beneficial during the busiest times of the year when it would prove difficult for advisors to 'call back'.

Concerns were also raised in relation to calls not being answered or dealt with in a timely matter. These concerns had been addressed with staff on an individual basis. There was also an intention to introduce a customer service charter to drive forward improvements.

Members commended the Customer Services team on their courteous manner when dealing with customers, which the Customer Services Communications and Partnerships Manager said she would report back to the team.

Resolved – That the Customer Service performance during 2019/20, including improvements and future plans are noted.

OS.448

WORK PROGRAMME

The Democratic Services Manager submitted a report which presented the most recent version of the Select Committee's work programme.

Members were reminded that due to unforeseen problems with the Microsoft Office 365 roll out, the Members' IT Options report would now be presented to the April Select Committee meeting instead.

Members agreed that due to a lack of business, to cancel the March Select Committee meeting.

Resolved – That the work programme, as amended, is noted.

Minutes for Decision

There were no items for decision.

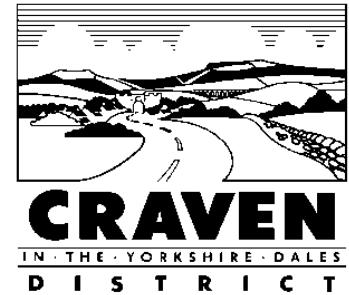
Chairman.

Select Committee – July 2020

Members IT Solution

Report of the Chief information Officer

Lead Member – Cllr L Brockbank



Ward(s) affected: All

1. Purpose of Report

- 1.1 The purpose for this report is to outline the solution being Implemented to refresh the member's IT equipment.

2. **Recommendations** – Members are recommended to approve the proposed approach detailed below.

3. Report

- 3.1 Options were presented to Select Committee in November 2019, members gave a clear indication that a solution based around Laptop technology was the preferred approach and requested further information on the financial impact of such a solution.
- 3.2 An update was presented at the 3rd June Select Committee outlining a proposed solution along with anticipated costs based on Laptop technology, taking into account the new ways of working. The solution proposed included a HP laptop with 14" screen, pre-loaded with necessary software including video conferencing and office 365. A second larger screen would also be made available for each Member to allow for continued paperless working when attending Committee meetings, enabling Members to have the meeting agenda on one screen and participants on the other. It was also emphasised the added remote support that IT would be able to provide through the solution. The solution was approved with Cllrs Brockbank and Solloway being nominated to conduct the Pilot.
- 3.3 The Laptop pilot commenced week commencing 22nd June with Councillors Brockbank and Solloway, a test plan was provided along with training notes and 1-2-1 training sessions, the test plan was designed to test a range of functionality on the Laptop and put into practice the training provided, a copies of the training guide and test plan can be found at Appendix 1 and Appendix 2 respectively. The results of the Pilot were very positive and whilst there were issues in both the set up of the device and the training material provided, the ability of the IT team being able to remote on to the device to resolve the issues proved invaluable. The valuable feedback received from Cllrs Brockbank and Solloway has helped refine both the build and the training provided and we would like to thank them for their participation.

- 3.4 Following successful completion of the Pilot equipment was ordered week commencing 29th June (delivery taken 6th July), the equipment consists of an ultra-portable and energy efficient HP Laptop (Model 14-dk0599sa, Specification included at Appendix 3), consisting of a 14" display, solid state hard drive 8GB RAM (upgraded from 4GB) and separate 22" display (specification also provided at Appendix 4). Additional equipment provided is a wireless keyboard and mouse set and carry case.
- 3.5 Laptop builds commenced week commencing 6th July following delivery, with implementation planned for week commencing 13th July, the rollout plan can accommodate two councillors per day allowing for a 2hr training slot (one in a morning and one in an afternoon), full rollout is expected within 3 months depending on Councillor and staff availability.
- 3.6 Provision has been made for a network share available to Councillors and careful consideration needs to be made on how best this facility is used to support Councillors, whilst the Intranet is also now also available to Councillors, investigation is currently underway on how to provide a secure 'members area' for the purpose of providing a structured repository of key guidance and information. Further information will be provided on this as the solution develops.

4. Financial and Value for Implications

- 4.1 The solution has been prepared to support the Council Plan, the ICT Strategy, the Digital Strategy, the Information Management & Governance Strategy and the Council's Long Term Financial Strategy. The solution will be accommodated within existing Capital and Revenue budgets, solution costs are detailed below.
- 4.2 For the Laptop solution, equipment costs equate to £13,860 Ex VAT including the main Laptop device, additional screen and peripherals. This equates to approx. £462 per Councillor setup which falls within the estimated £500 per Councillor estimate given in the Capital Programme. Licensing costs are approximately £3,000 more per annum but this can be accommodated within existing Revenue budgets through unrelated efficiencies identified.

5. Legal Implications

- 5.1 Ensure that the handling of the Council's information (both in relation to the Council's business and individuals) is handled effectively, efficiently, and securely in accordance with the relevant law.

6. Contribution to Council Priorities

- 6.1 The proposals in this report supports the Council's priority of 'Financial Resilience' by ensuring the Council remains sustainable and ensures provision of the necessary technologies to continue delivering essential services. The proposal also supports maintaining an effective and modern Infrastructure which underpins all of the priorities and actions within the Council's key priorities and provides the necessary security and continuity arrangements necessary for safeguarding the Council's data and essential services.

7. Risk Management

- 7.1 To ensure the continued use of the Members secure access facilities.

8. Equality Impact Analysis

- 8.1 The Council's Equality Impact Assessment Procedure **has not been** followed. Therefore neither an Initial Screening or an Equality Impact Assessment has been undertaken on the proposed policy, strategy, procedure or function to identify whether it has/does not have the potential to cause negative impact or discriminate against different groups in the community based on •age • disability •gender • race/ethnicity • religion or religious belief (faith) •sexual orientation, or • rural isolation.

9. Consultations with Others

- 9.1 Members IT Select Committee, pilot conducted with Cllrs Brockbank and Solloway.

10. Appendices

Appendix 1 – Councillor Training Guide

Appendix 2 – Councillor Test Plan

Appendix 3 – Laptop Specification

Appendix 4 – Additional Screen Specification

Appendix 5 – Notes of the Review of Member's IT Working Group meeting held on 3 June 2020

11. Author of the Report

Author: Darren Maycock – CIO and Assets & Commercial Services Manager
Telephone: 01756 706270

Note: Members are invited to contact the author in advance of the meeting with any detailed queries or questions.

Introduction

Craven District Council (CDC) have provided Council Members with a Microsoft Windows based laptop to replace the aging stock of iPads. This guide will explain several of its features and requirements for it to be used on CDC's network.

It is important to note that some features will require the laptop to be connected to the network at Belle Vue Square or via the Global Protect VPN whilst other features will work without this connection. Much of the information provided in this guide will be familiar to users of Windows 10, but there are some CDC specific details and requirements that are covered.

Table of Contents

Introduction	1
Table of Contents	1
1.0 Getting Started	3
1.1 Welcome / Lock Screen.....	3
1.2 Logon Screen.....	3
1.3 Main Desktop.....	4
1.4 Taskbar and Notification area.....	5
1.5 Connecting the laptop to network.....	5
1.5.1 Connecting the laptop to a Wi-Fi network.....	6
1.5.2 Connecting the laptop to a wired network.....	8
1.6 Connecting to the CDC "Cravendc.gov.uk" network remotely.....	9
2.0 Storage.....	12
2.1 Locations to save files to.....	12
2.2 Accessing your OneDrive files.....	12
2.3 OneDrive sync status Icons – File Explorer	13
2.4 OneDrive sync status Icons – One Drive App.....	14
2.5 One Drive App Menus.....	14
2.6 Accessing the CDC Members Area (K:\).....	15
3.0 Office 365 Suite.....	18
3.1 General Overview.	18
3.2 Creating and Saving Overview	18
3.3 Outlook Overview	22
3.3.1 Create a New Email.....	23
3.3.2 Replying and Forwarding	24
3.4 Teams – Overview.....	24

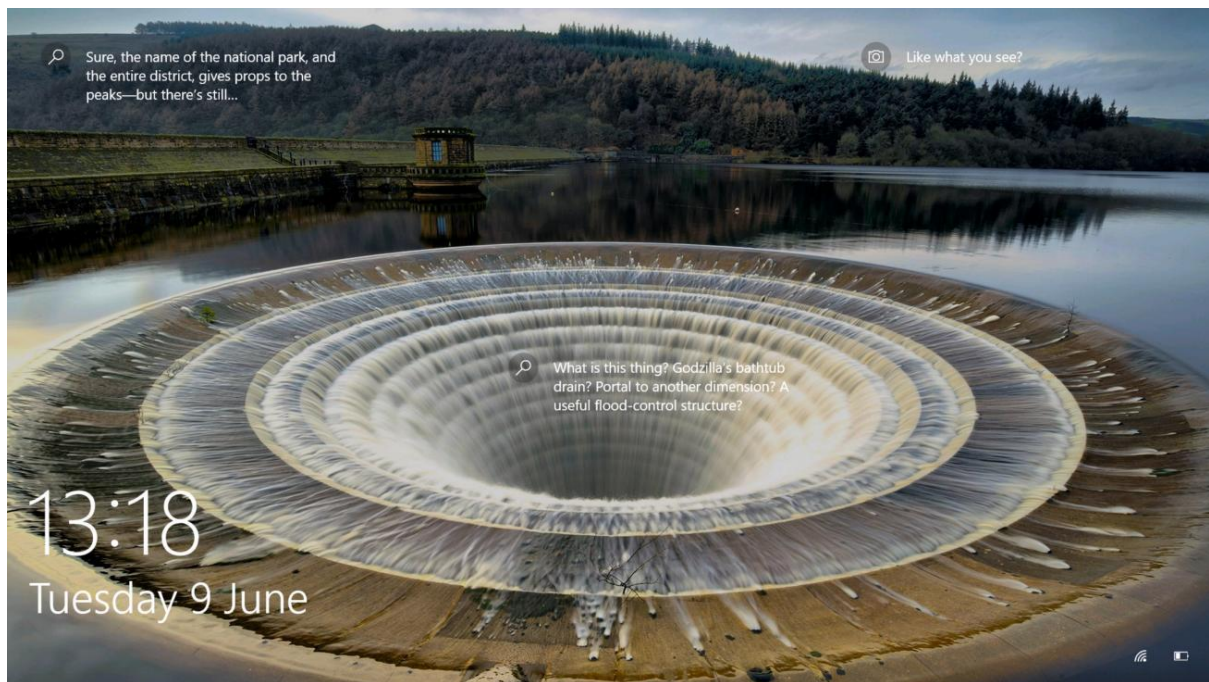
4.0 Web Browsing and the Intranet	26
5.0 Adjusting the Dual Displays.....	26
Authorisation & Approval for this version.....	30
Change History	30

1.0 Getting Started

1.1 Welcome / Lock Screen.

The screenshot below is an example of what will be displayed on screen when the laptop has finished loading Windows, has been logged out or has been locked.

The background image will change periodically, but the Time, Date, Network Status and Power State / Battery Life will always be displayed. Clicking on the screen or pressing any keyboard key will bring up the logon screen.



1.2 Logon Screen

When the logon screen is displayed, the background image will become blurred. After the first login your name or username should already be displayed, and it will be waiting for you to enter your password.

If the name displayed is not yours, click on the "Other User" button to the lower left of the screen. Enter your username in the top box. Your username will be the part of your email address between the "Cllr." and "@cravendc.gov.uk". E.g. our testing account, Councillor AirWatch, cldr.awatch@cravendc.gov.uk would enter "awatch" as the username.

Enter your password and either press the enter key or click the right-hand pointing arrow in the password box



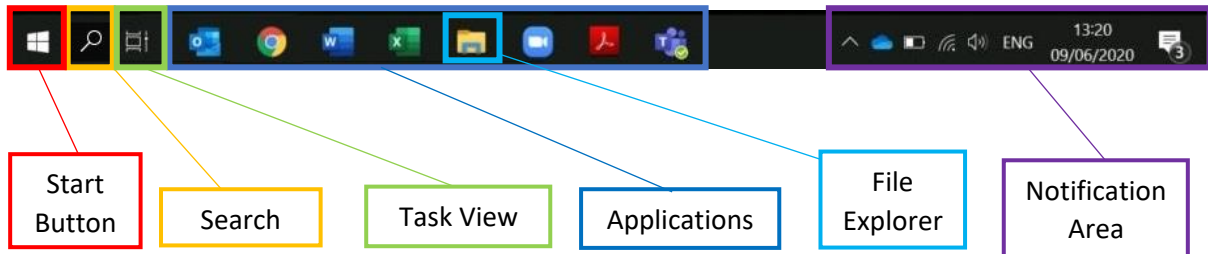
1.3 Main Desktop

Once logged in, the main desktop will show as in the screenshot below.



1.4 Taskbar and Notification area

The bar at the bottom of the screen, known as the Taskbar, displays a number of the most commonly required apps and notifications.



Start Button – Opens the “Start” menu which contains links to all applications, settings and the options to Log Out and Shutdown/Restart.

Search – Opens a search box. Type a search request here to find files and applications.

Task View – Displays a grid view of all open applications and some recent documents and websites.

Applications – Shortcuts to commonly used applications. Apps that are open will be highlighted and have a small bar underneath to indicate this. Some will flash orange to get your attention. Other apps will also appear here when open. If several instances of the same app are open, they will be grouped into one; hovering over the group will expand it to show each.

File Explorer (within the applications) – Use this app to browse for files on your laptop and the network.

Notification Area – The status of various components will be displayed here such as the date and time, volume, battery and power, network connection and varying details from other apps as and when they occur.

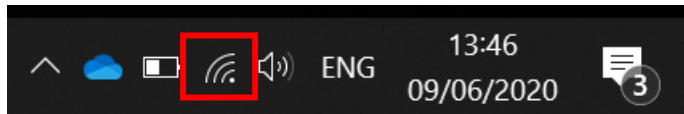
1.5 Connecting the laptop to network.

To access any online or network files or apps, the laptop will need to be connected to the internet. There are 2 main ways to do this as described below, via a Wired “Ethernet” network or a Wireless “Wi-Fi” network.

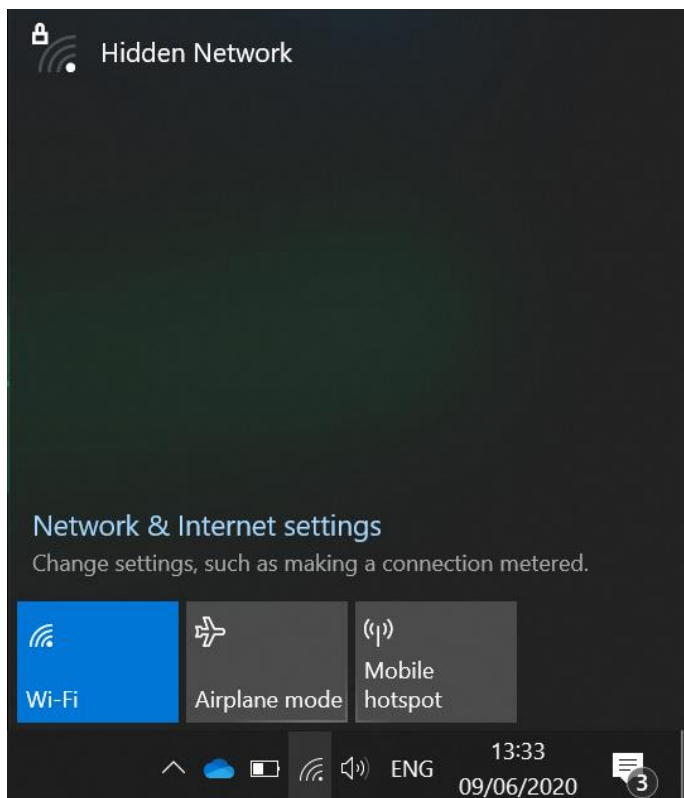
Note: If the laptop is connected to a Wired network, the Wireless network will be turned off. When visiting Belle Vue Square, the laptop will automatically connect to the wireless network.

1.5.1 Connecting the laptop to a Wi-Fi network.

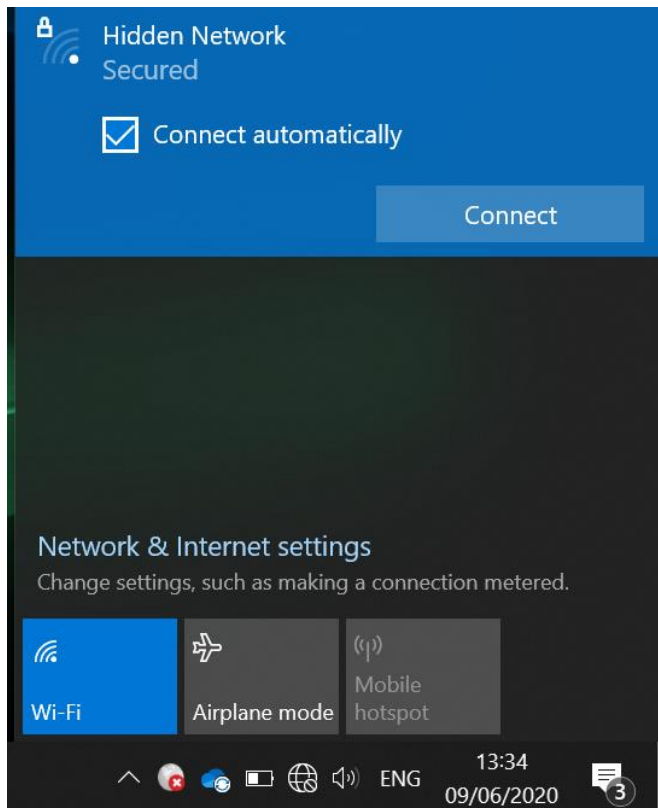
Click on the Wi-Fi icon in the notification area, as in the screenshot below.



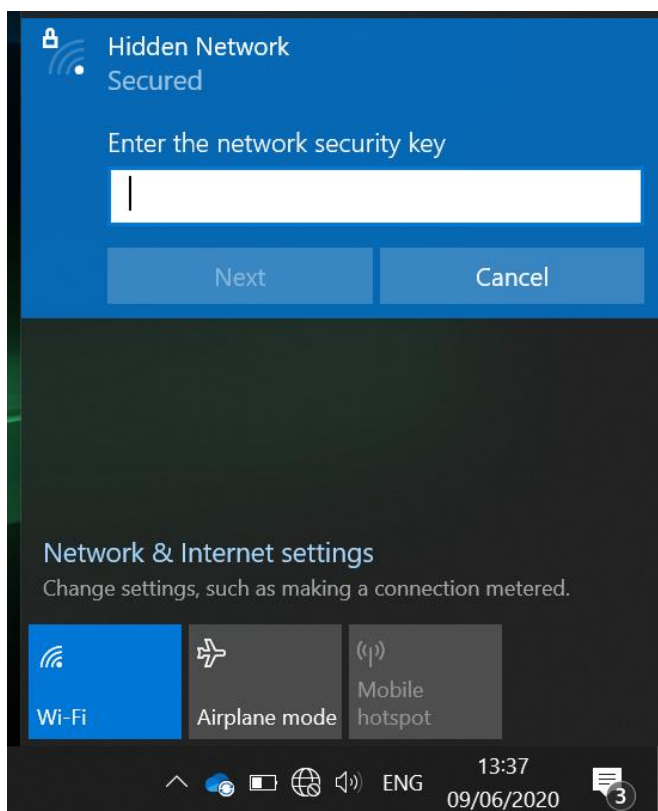
Wait for a list of Wi-Fi networks to be discovered.



Select your network from the list once it appears (the network name is often written on the back or underside of the router if you are unsure). Make sure the “Connect automatically” box is checked. Click on “Connect”.



Enter your Wi-Fi password or security key (again often written on the back or underside of the router) and click “Next”.



If successful it will show connected against your network name.

1.5.2 Connecting the laptop to a wired network.

Take an “Ethernet” network cable and locate the “RJ-45” network port on the right-hand side of the laptop, located between the Power Socket and HDMI port.



Due to the slimline design of the laptop, the RJ-45 socket on the model has a small plastic flap that opens to accommodate the RJ-45 plug. Use the end of the plug to gently open the socket.



Push the plug in until it clicks and locks into place.



To disconnect, press the clear plastic tab of the plug inwards to release and then gently pull it out. Care is required with this type of socket, as pulling too hard without the tab being fully pressed can cause the plastic flap to break off meaning the plug will not lock into place again.

Insert the other end of the Network lead into your home router.

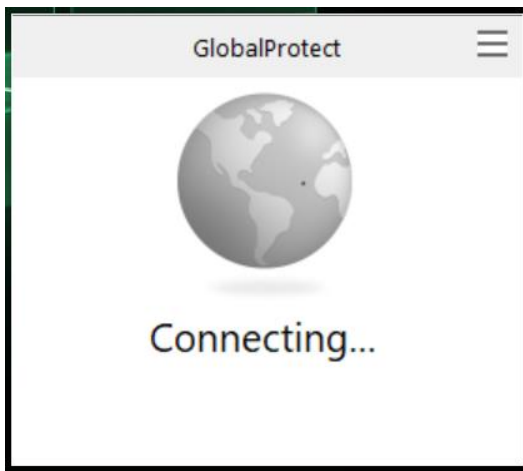


1.6 Connecting to the CDC “Cravendc.gov.uk” network remotely.

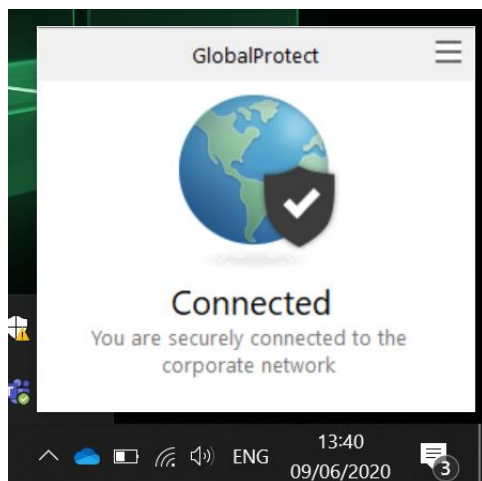
To access files and features on the CDC network such as the Councillor Shared Area (K:\ drive) or the intranet, you will need to connect via our Virtual Private Network (VPN) provided by an application called “Global Protect”. The laptop will automatically attempt to connect to the CDC network as soon as it discovers a

connection to a non-CDC network. Below are a few screenshots of the connection process.

The Global Protect app connecting.



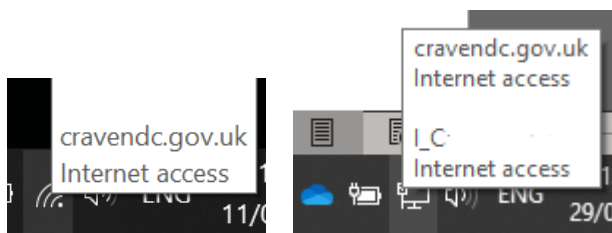
The Global Protect app connected.



If you missed the connection process taking place, as on some occasions it can occur quite quickly, you can see if it has connected by hovering the mouse cursor over the Global Protect icon in the notification area. You may need to click on the upwards pointing arrow / chevron (^) to the left of the notification area to display the extra notification icons.



Hovering over the Wi-Fi icon or Wired Network icon should also show you are connected to the Craven network.



Wi-Fi Icon

Wired Network Icon

2.0 Storage

2.1 Locations to save files to.

We have provided 3 areas you may save files to.

OneDrive – 20GB online storage with our Microsoft 365 platform. Preferred option. Only you have access to this area and the files in it can be recovered should your laptop fail, and another has to be provided. This can be accessed without having to have Global Protect connected.

CDC Members Area (K:\) – 20GB of storage on the CDC network. This is shared between all Council Members and can be accessed by Democratic Services. It is possible to use this area for sharing meeting agendas, minutes, policies, and other documents that require collaboration. This is backed up daily. This can only be accessed whilst connected via Global Protect.

Locally to the laptop - You can save files to the desktop and in the Documents, Pictures, Videos, Downloads etc folders on your laptop. This can be accessed regardless of whether there is a network connection. However, we strongly advise that you do not save files to the laptop as they are not backed up and will not be recoverable should the laptop fail, and a replacement need to be provided.

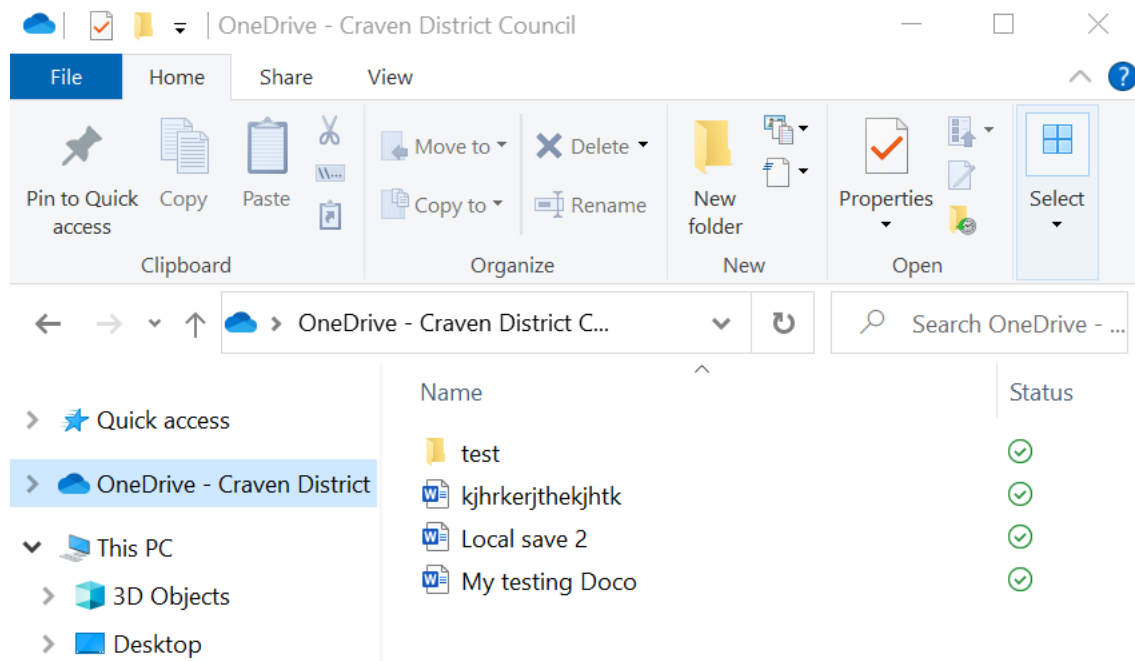
Over time the laptop will learn your file access habits and display frequently opened files and network locations in the quick access area.

2.2 Accessing your OneDrive files.

Access to OneDrive will be available if you are connected to a network with an internet connection.

Open a File Explorer window (the yellow folder icon on the taskbar)

On the left-hand pane of the File Browser window that opens, you will see a list of commonly accessed drives and file locations, with “OneDrive – Craven District Council” alongside a blue cloud icon listed near the top. Click on this to open the drive to browse the files in your OneDrive.



You will notice when accessing OneDrive files that there is a status column listed alongside the file names. This is the sync status between the files on your laptop and the files in the cloud.

2.3 OneDrive sync status Icons – File Explorer

The following Icons will appear alongside OneDrive files as shown in the File Explorer window.



A blue cloud icon next to your OneDrive files or folders indicates that the file is only available online. Online-only files do not take up space on your computer. You cannot open online-only files when your laptop isn't connected to the Internet.



The circular arrows icon signifies that sync is in progress. This includes when you are uploading files, or OneDrive is syncing new files from the cloud to your PC.



When you open an online-only file, it downloads to your laptop and becomes a *locally available* file. You can open a locally available file anytime, even without Internet access. If you need more space, you can change the file back to online only. Just right-click the file and select "Free up space."



Files that you mark as "Always keep on this device" have the green circle with the white check mark. These always available files download to your laptop and take up space, but they're always there for you even when you're offline.



A red circle with a white cross means that a file or folder cannot be synced. Check your internet access in the first instance.

2.4 OneDrive sync status Icons – One Drive App

The following Icons will appear in the notification area on the taskbar.



OneDrive is signed in and all files and folders are in sync.



The circular arrows over the OneDrive notification icon signifies that the sync is in progress. This includes when you are uploading files, or OneDrive is syncing new files from the cloud to your laptop.



The paused symbol over the OneDrive icon means your files are not currently syncing. To resume syncing, select the blue or white OneDrive icon in the notification area, select **More** and then **Resume syncing**.



A greyed-out OneDrive icon in the taskbar means you're not signed in, or OneDrive setup hasn't completed. In the first instance, check that you are connected to a network and have internet access. Double click on the icon to see if it will allow you to sign in.



If you see a yellow warning triangle over your OneDrive icon, it means your account needs attention. Select the icon to see the warning message displayed in the activity centre.



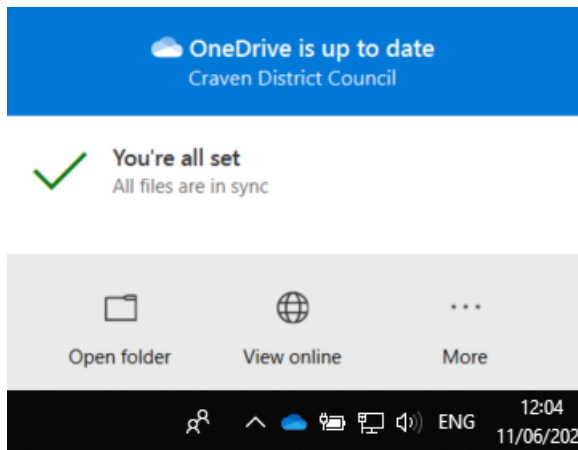
If you see a red "no entry" style icon over your OneDrive icon, it means your account is blocked. Please contact the ICT Servicedesk.



A red circle with a white cross means that a file or folder cannot be synced. Click the OneDrive icon in the notification area to learn more about the problem.

2.5 One Drive App Menus

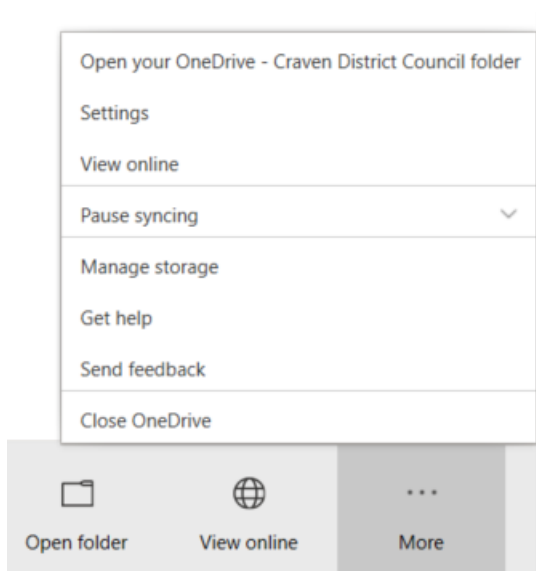
A single click to the OneDrive app in the notification area will open up the OneDrive app as in the screenshot below and display the current status along with a few other options.



Open folder – This will open the File explorer app and display your OneDrive files.

View online – This will open a web browser and take you to the online version of your files.

More – The more option will display a further menu where you can pause syncing and view other settings and close OneDrive.



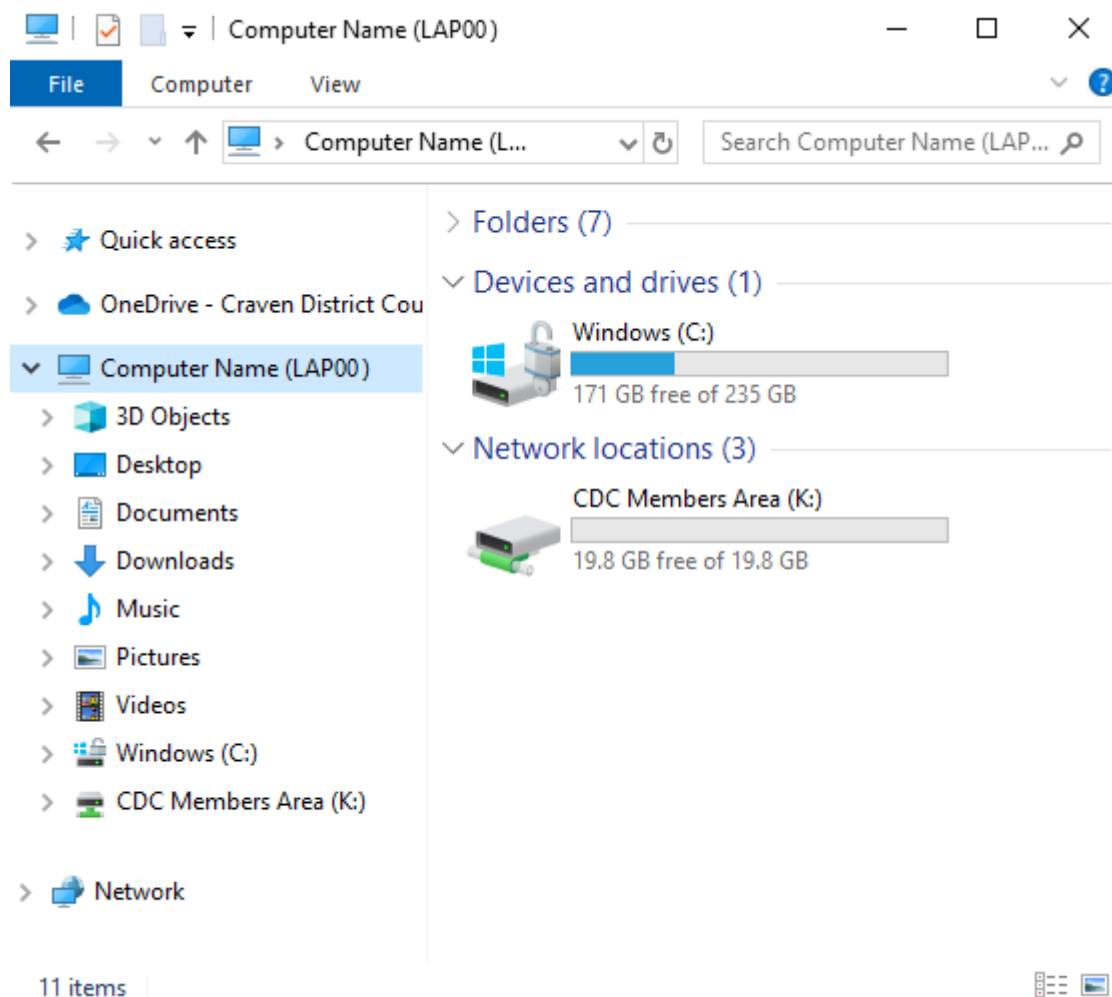
2.6 Accessing the CDC Members Area (K:\)

Check you are connected to CDC via Global Protect as described previously.

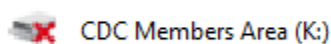
Open a File Explorer window (the yellow folder icon on the taskbar)

On the left-hand pane of the File Browser window that opens, you will see a list of commonly accessed drives and file locations, with the “CDC Members Area (K:)” drive listed at the bottom. Click on this to open the drive to browse the files in the shared area.

You can also click on the “This PC” option from the left-hand pane and then open the “CDC Members Area (K:)” drive from the right-hand pane.

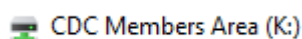


Occasionally you may find that the “CDC Members Area (K:)” drive is shown with a red X over it and no drive size as shown below.



This will occur after you log on to the laptop. Simply open the folder for the drives and click once on this drive. It will clear and you will see all the content. This is expected behaviour.

The same should be done when the laptop has been locked and just logged back in. It will change to the icon below.



If you receive an error message and are still not able to open the drive, check that Global Protect is connected as described earlier in this document, then try accessing the drive again.

3.0 Office 365 Suite

3.1 General Overview.

Your laptop has the latest version of Office 365 installed including the following apps.

Word – Word Processor

Excel – Spreadsheet editor

PowerPoint – Slide show / Presentation editor

Publisher – Desktop Publishing editor.

Outlook – Email Client

Teams – Collaboration and meeting app

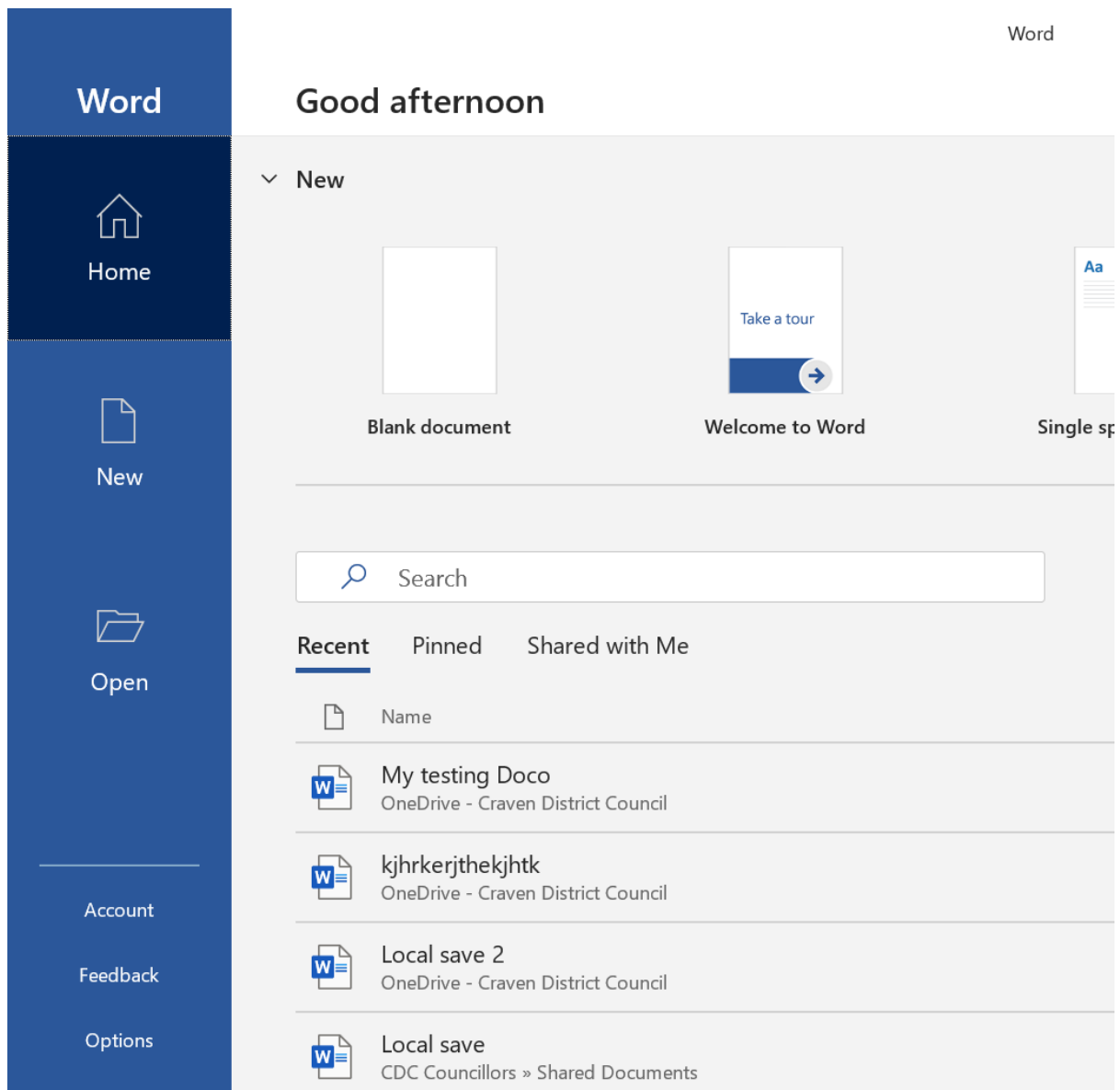
3.2 Creating and Saving Overview

To create and save a new document, carry out the following steps. Microsoft Word has been used as the example here, but Word, Excel, PowerPoint, and Publisher all use the same process.

Launch the application from the Taskbar or Start menu by clicking on the icon.

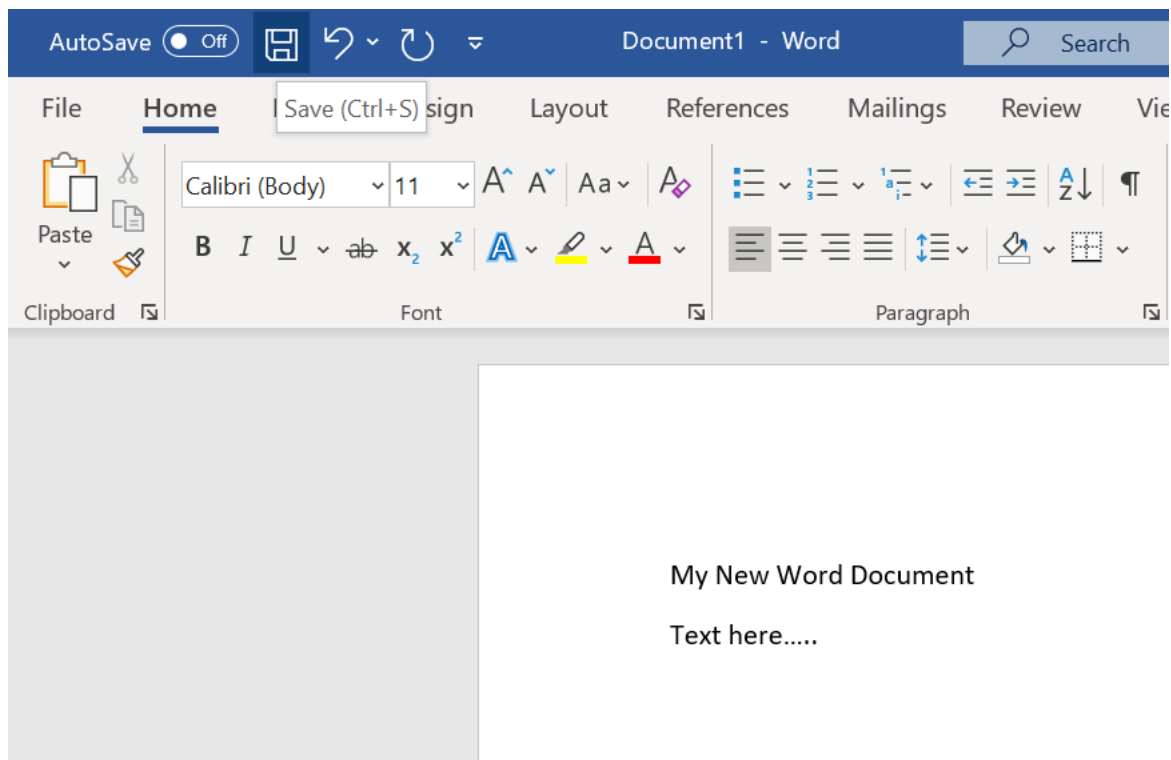
Once open you will be presented with the Home tab where you can create a new blank document or choose from some templates or open an existing document.

Click on the “Blank Document” option to create a new blank word document.



Once your document is open, we recommend saving it instantly, or at least once the title or first line has been written as Word will use this as the default file name. You can, however, change it later.

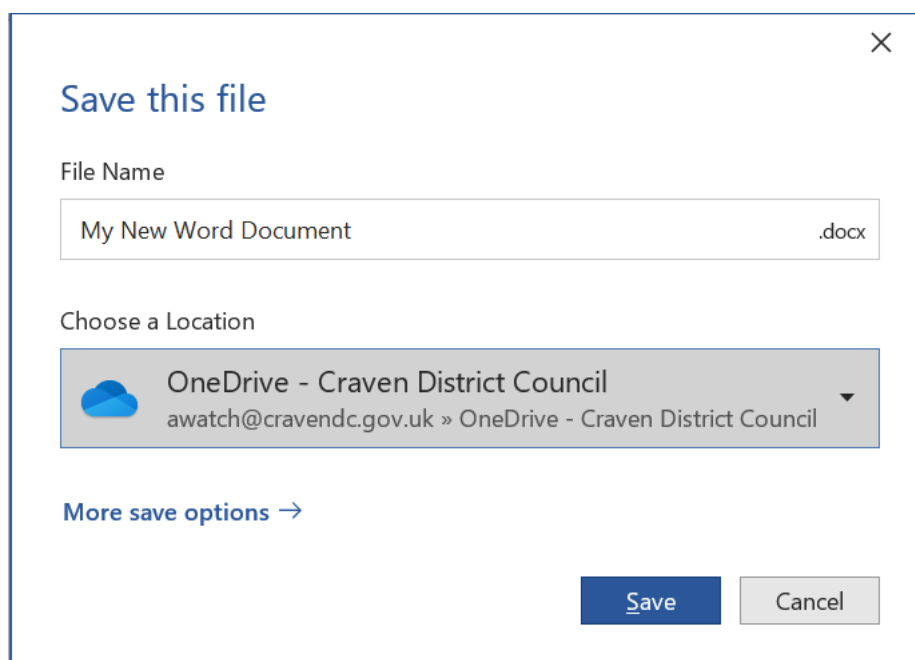
To save, click on the save icon to the top left of the window. The save icon is an image of a floppy disk.



Word will now present you with a save dialogue box as below.

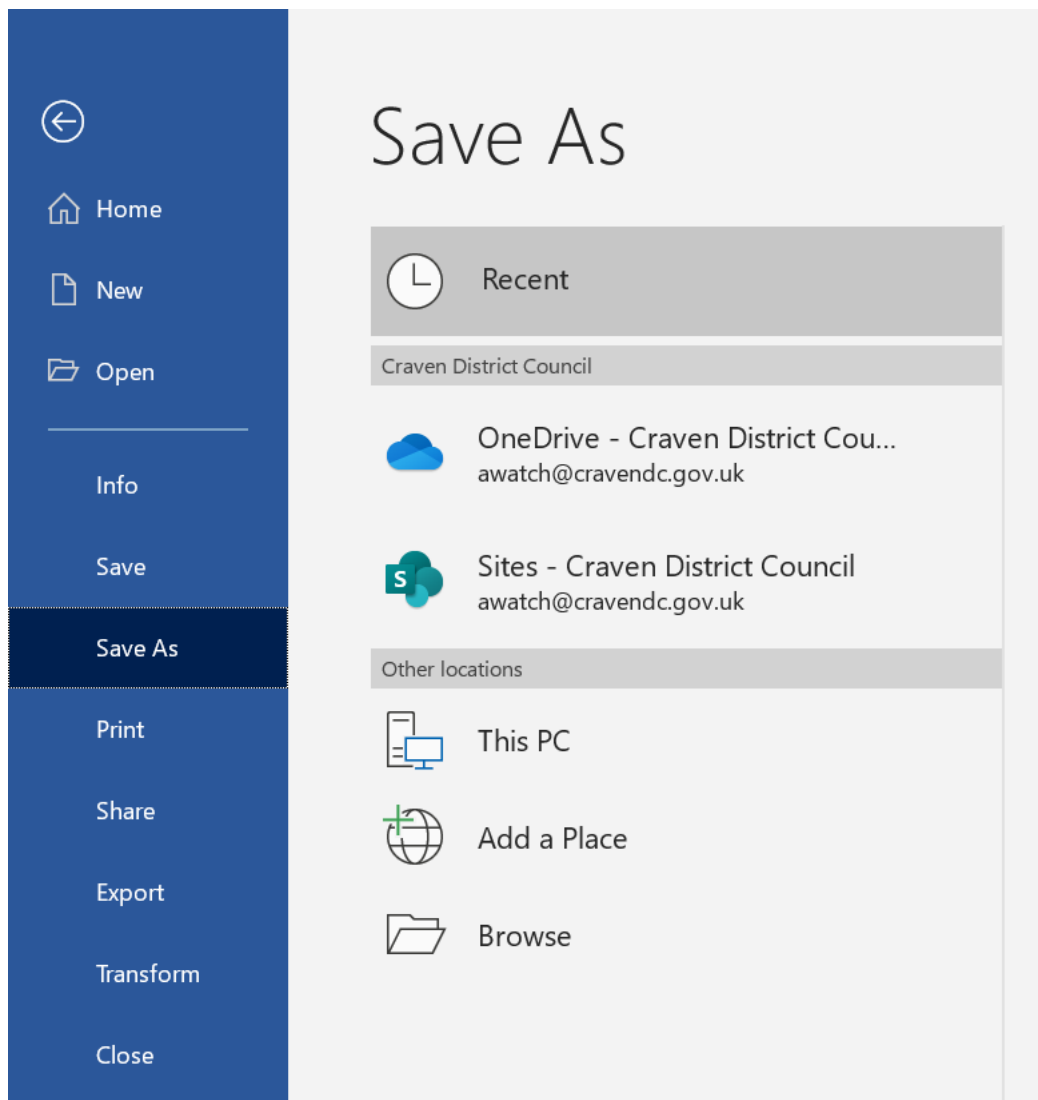
Enter the preferred name for the document in the “File Name” box, word will use the first line of the document by default for the name.

The “Choose a Location” box will default to your OneDrive which we would recommend using. Then click “Save”.



If you would prefer to save the document elsewhere. Click the “File” option just below and left of the save icon. Then click the “Save As” option from the left-hand menu.

Click on “Browse” under “Other locations” as seen in the screenshot below.

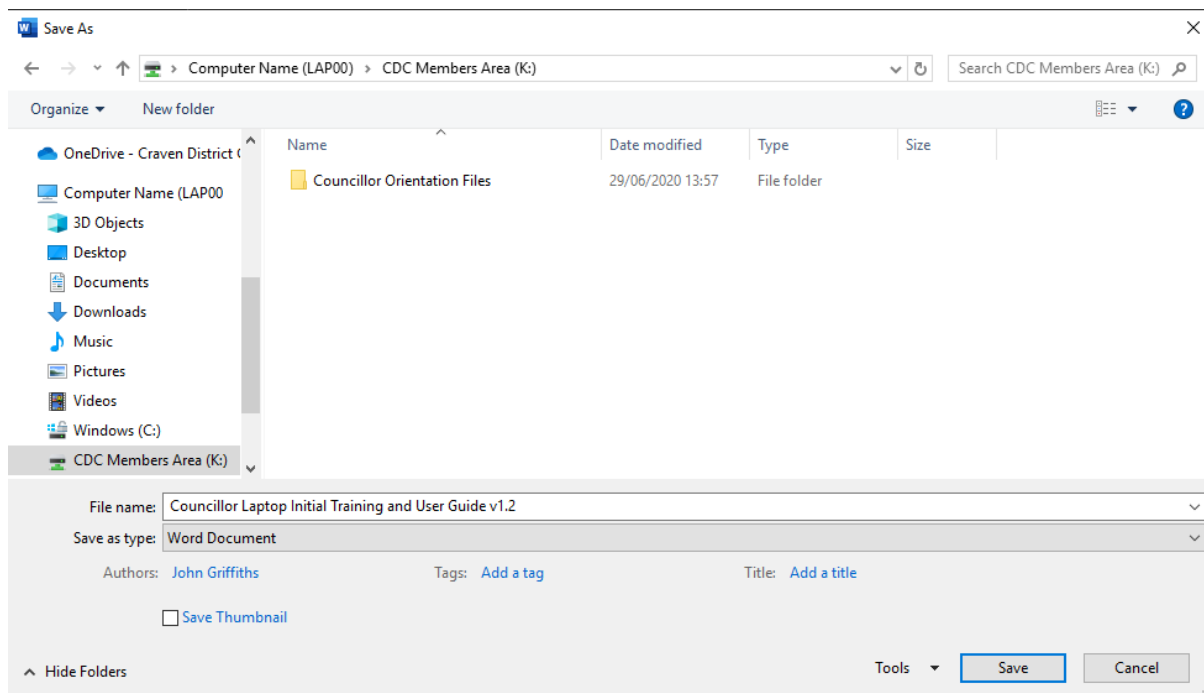


A new save dialogue box will open as in the screenshot below.

Browse the left-hand menu to choose your save location remembering, Documents, Downloads, Music, Pictures, Videos are only saved to your Laptop. Personal to you, but not backed up.

The “CDC Members Area (K:)” drive can also be accessed from here and is the only other location we would recommend saving to.

As with the previous type of save dialogue box, the File name to ‘save as’ will default to the first line of the document unless you change it. Click the “Save” button to save.

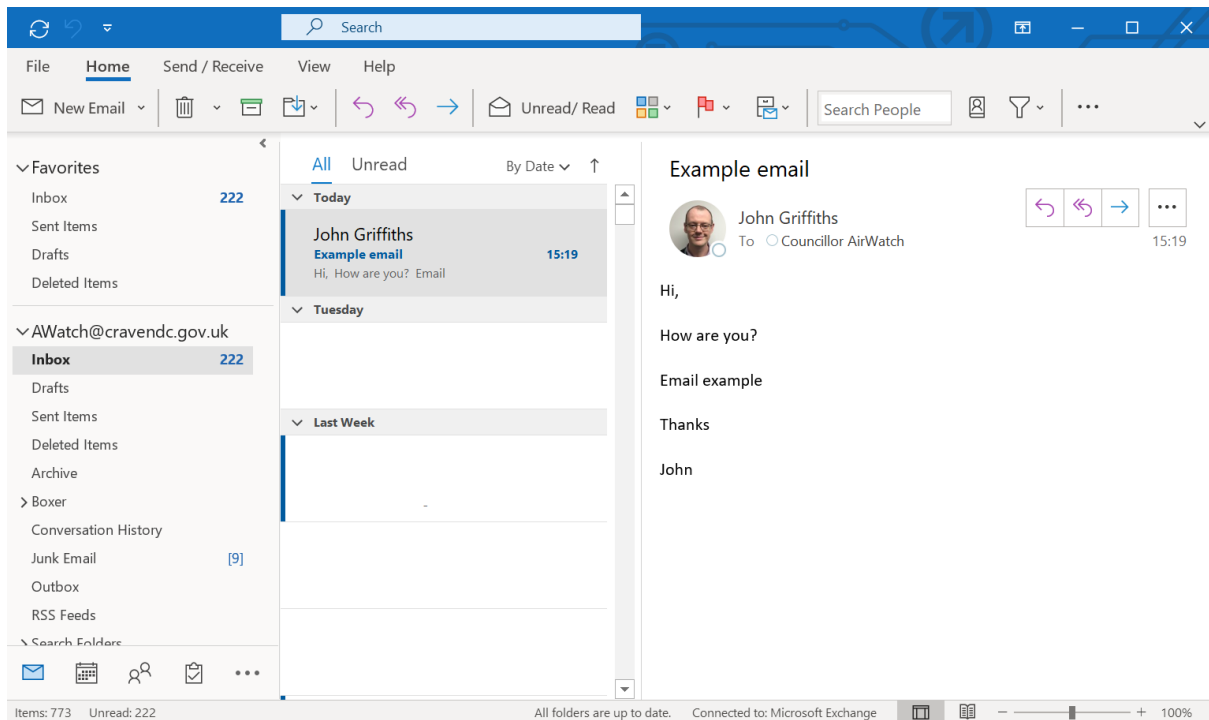


3.3 Outlook Overview

Microsoft Outlook is used as our email client and can be launched from the taskbar.

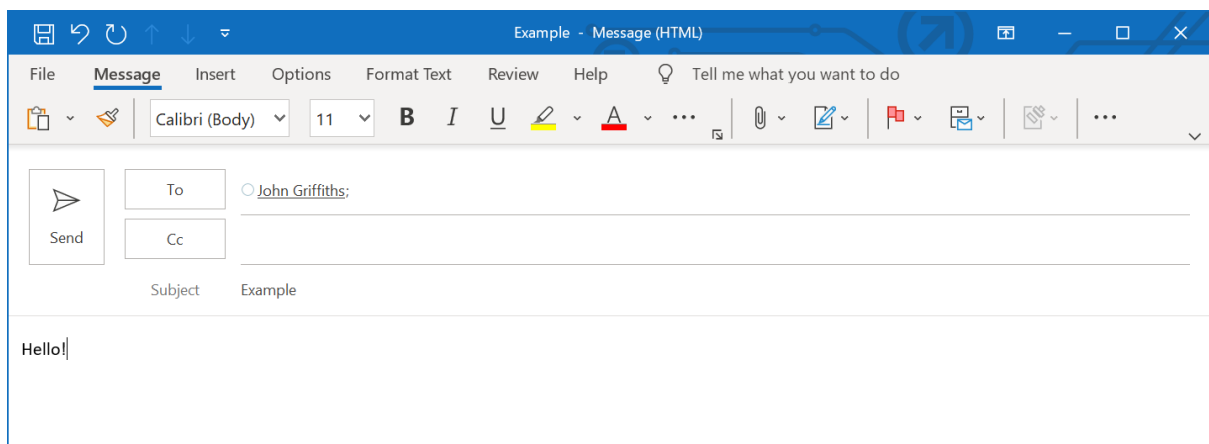


The default view as in the screenshot below (some content removed for data protection) shows the Inbox and email folders in the left hand pane, the emails received listed in the middle pane and the content of the email selected in the right hand pane.



3.3.1 Create a New Email

To Create a new email, click on the new email button to the top left of the outlook window. A new window will open as in the screenshot below where you can compose your email. Clicking on “Send” once done.



The CDC address book can be accessed by clicking on the “To” button. In the address book window that appears as below (numbers and addresses removed from screenshot example), you can search by name or department. Click on them to add them to your “To” recipients on your email.

Select Names: Offline Global Address List

Search: ☒ Name only ☐ More columns **Address Book**

cou Offline Global Address List - AWatch@cravendc. v [Advanced Find](#)

Name	Title	Business Phone	Location	Department	Email Address
Councillor AirWatch	Councillor	01756 706000			AWatch@cravendc.g
Councillor Alan Sutcliffe	Craven District Cou...			Councillors	A
Councillor Andrew Bro...	Craven District Cou...			Councillors	A
Councillor Andrew Sol...	Craven District Cou...			Councillors	A
Councillor Bill Mercer	Craven District Cou...			Councillors	Bl
Councillor Brian Shuttl...	Craven District Cou...			Councillors	B:
Councillor Carl Lis	Craven District Cou...			Councillors	cl
Councillor Chris Moor...	Craven District Cou...			Councillors	C
Councillor Chris Rose	Craven District Cou...			Councillors	C
Councillor Christopher...	Craven District Cou...			Councillors	C
Councillor David Ireton	Craven District Cou...			Councillors	di

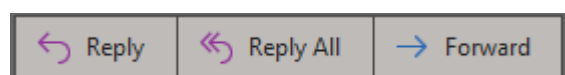
To John Griffiths

Cc

Bcc

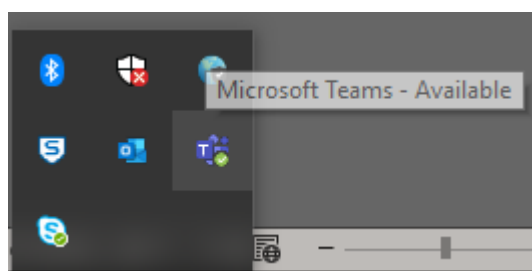
3.3.2 Replying and Forwarding

To reply to or forward an email, open the email and click on the appropriate button to the top right of the open email.

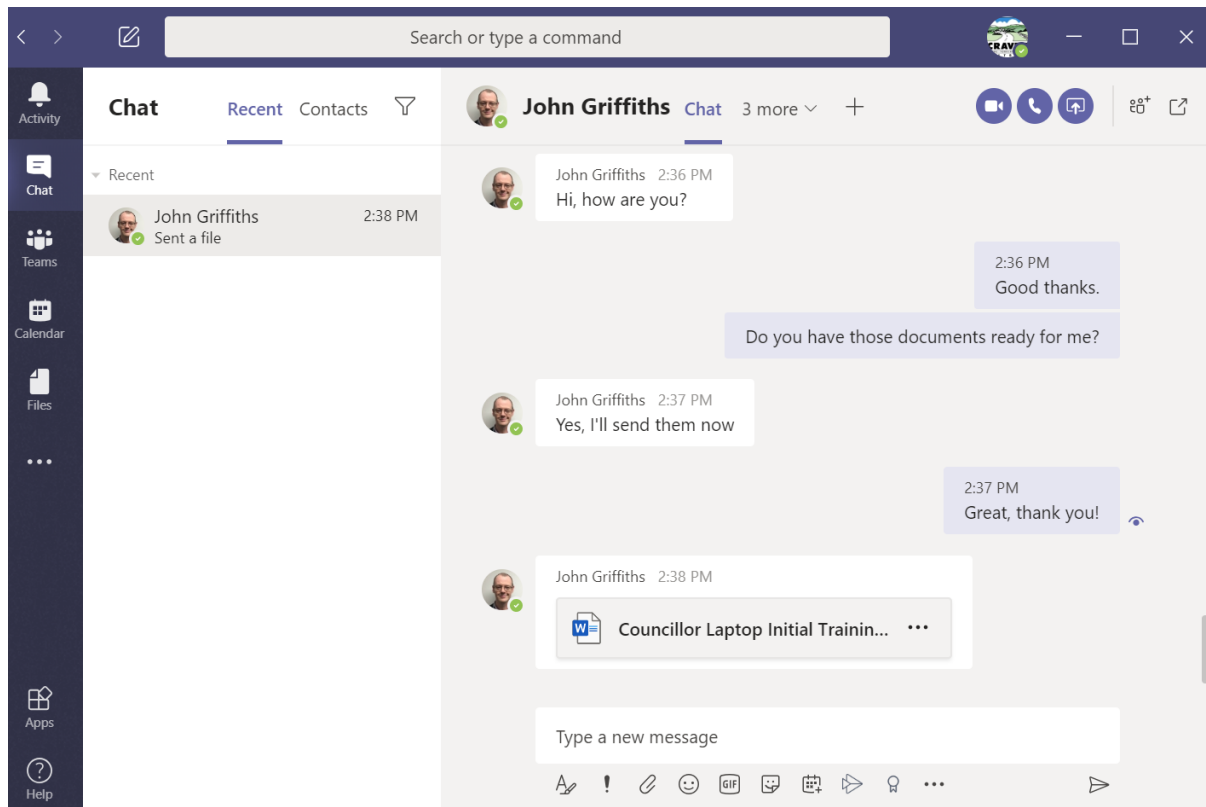


3.4 Teams – Overview

Microsoft Teams will automatically start and sign in when you logon. When the main app is not showing onscreen you can find a shortcut to it on the taskbar and in the notification area on the taskbar.



The main Teams window has several options including, but not limited to one to one and group instant messaging chat as in the screenshot below, Team collaboration and Voice and Video meetings.



These are better explained in the videos from the link below.

<https://support.office.com/en-gb/article/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7?ui=en-US&rs=en-GB&ad=GB>

4.0 Web Browsing and the Intranet

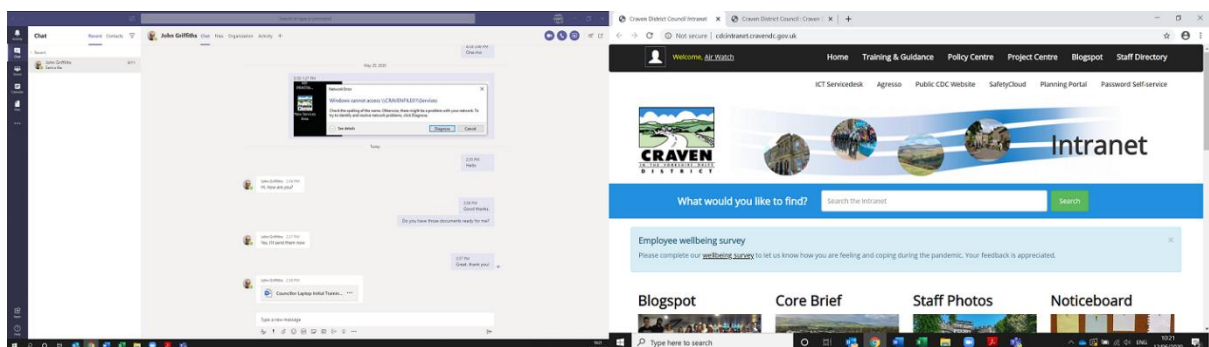
The most recent version of the Chrome web browser has been installed and has been set to display the CDC Intranet and CDC Website by default in two separate tabs. The Chrome web browser can be launched from its shortcut on the taskbar or from the start menu using this icon.



5.0 Adjusting the Dual Displays

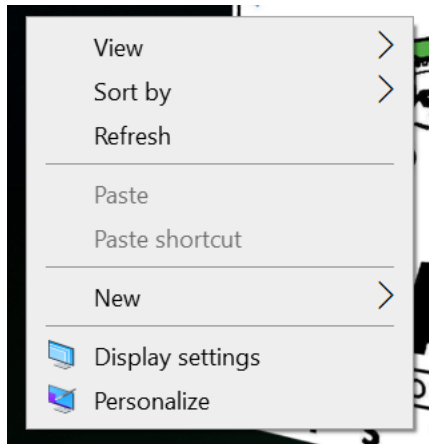
When the external monitor has been connected the laptop has been set to “extend” the display. This means windows can be dragged from the laptop screen to the monitor and vice versa to enable two or more windows to be open at a time. A video meeting and a document for example.

The laptop can be set to allow windows to be dragged between the two screens based on where they are physically placed. For example, if the monitor is to the left of the laptop, the laptop can be set so that the monitor is set as the main screen and the laptop is set as the secondary screen and when a window is dragged to the left of the laptop screen it will flow onto the main external screen on the left. It can also be set so that the external monitor is above or to the right of the laptop, even above or below if you wish. Whatever best suits your preference or working environment.

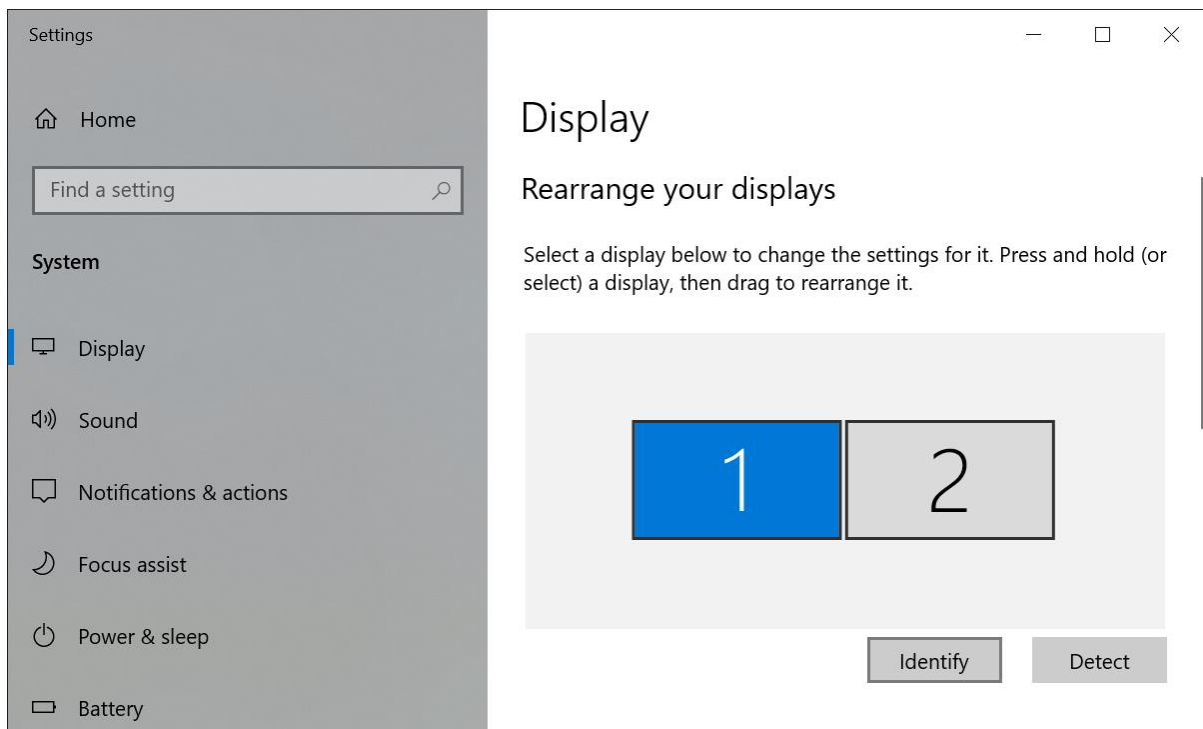


To alter the screen layout, physically place the laptop and external monitor where you would like them to be, ensuring both are then switched on and connected via the HDMI cable. They have been set by default to have the Laptop on the left and Monitor on the right. If you wish to have them the opposite way round or on top of each other do the following.

Right click on an empty part of the desktop and click on the “Display settings” option on the menu that appears as in the screenshot below.



Click the “Identify button”, this will briefly display the number 1 on the Laptop screen and the number 2 on the external monitor so that they can be matched with the positions shown in the screenshot.

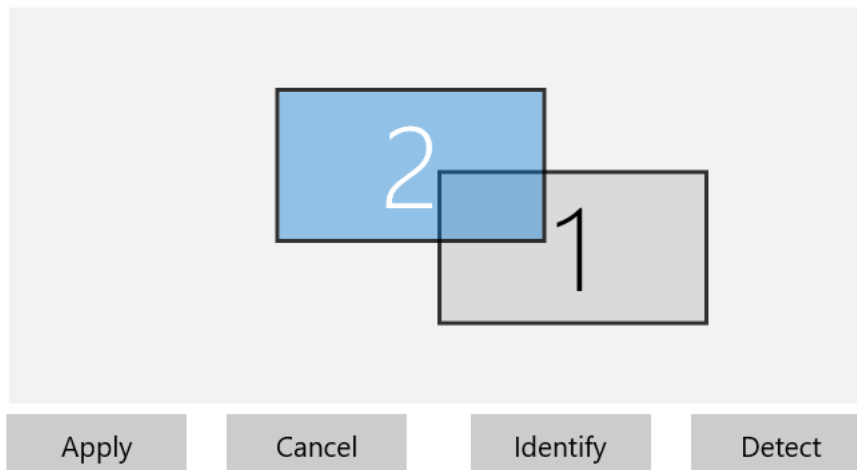


Click and drag the screen identified as 2, to either the left or above screen 1, as in the screenshots below. You will find that they can be placed almost anywhere so that they will match your physical set up, even if the monitor sits higher than the laptop so that they flow seamlessly.

Click Apply once you are happy with the positioning or cancel to return them to their original positions.

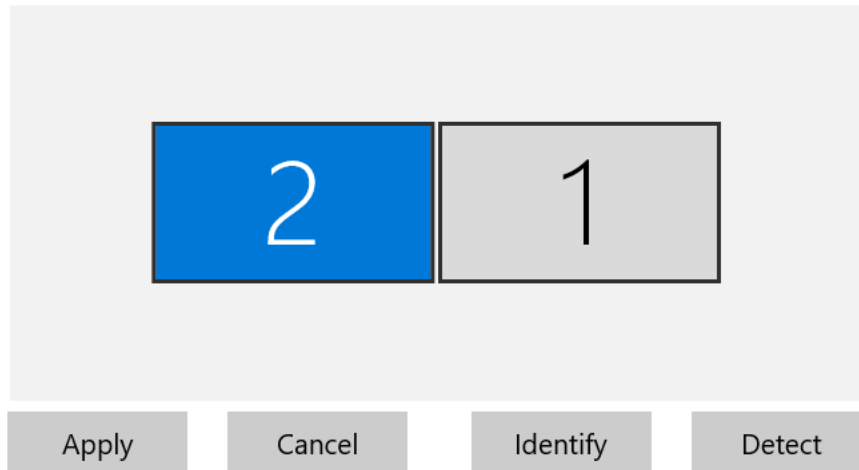
Rearrange your displays

Select a display below to change the settings for it. Press and hold (or select) a display, then drag to rearrange it.



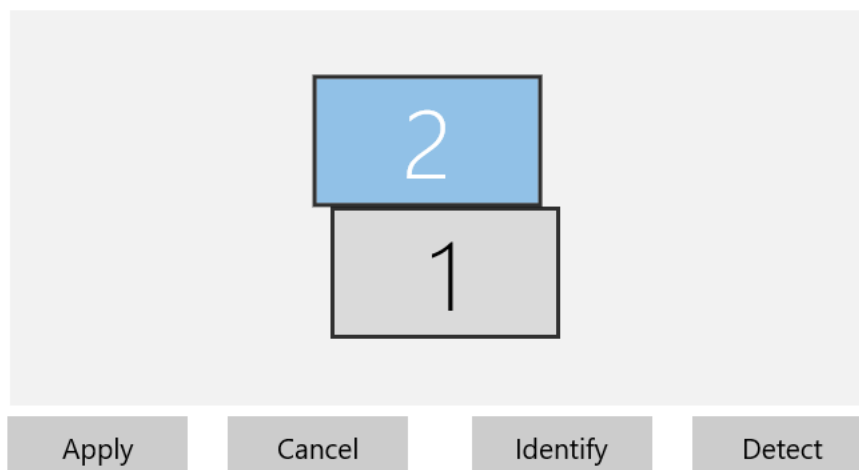
Rearrange your displays

Select a display below to change the settings for it. Press and hold (or select) a display, then drag to rearrange it.



Rearrange your displays

Select a display below to change the settings for it. Press and hold (or select) a display, then drag to rearrange it.



Welcome to your new device! We hope you enjoy the new applications and abilities. For any issues please contact the service desk via itservicedesk@cravendc.gov.uk or 01756 706261.

Authorisation & Approval for this version

Name	Title	Signature (Master hard copy only)	Date
Darren Maycock	ICT & Transformation Manager		

Change History

Issue	Date	Author of Change	Revision Description
Version 1.0	16/06/2020	John Griffiths	1 st Draft
1.1	17/06/2020	James McCulloch	Approved 1 st Draft
1.2	29/06/2020	John Griffiths	Updated Global Protect section. Updated "K:" drive section and references. Some screenshots altered and/or added for clarification.

Appendix 2

Councillor test plan for new laptops.

In order to test the suitability of the laptop setup and documentation we have provided, please carry out these tasks as per the instructions, recording the result as appropriate. Screenshots may be taken using the “Snipping Tool” app or via the Print Screen (“prt sc” on the laptops) button. Screenshots should be placed in the word document you will create in task 5.

1. Connect the laptop to your home Wi-Fi network. Provide a screenshot showing that it has connected. (Hiding your Wi-Fi network name if you wish)
2. Identify that Global Protect has connected. Provide a screenshot showing that it has connected.
3. Set up the dual monitor and adjust the layout in the Display Settings to suit a left or right hand layout. Provide a screenshot of the Display settings.
4. Open the “Edit Test Task” text document from the “CDC Members Area (K:)” drive, add your name, date and time as per the existing entries and save it.
5. Open Microsoft Word and create a new blank document, enter your screenshots taken for this task list here and save it to the “CDC Members Area (K:)” drive, with your name as the filename.
6. Open Microsoft Excel and create a new spreadsheet entering data in a couple of cells and save to your OneDrive using “Excel Test Workbook” as the title. Provide a screenshot of the saved file in the File explorer app noting the OneDrive sync status.
7. Open the Microsoft Outlook email app and reply to the email received from a member of ICT Services with the subject “Councillor Test Task”.
8. In outlook create a new email and send to “ICT Service Support” using the address book. Provide a screenshot of the ICT Service Support entry in the address book.
9. Open the Google Chrome web browser and browse to the CDC intranet and find the ICT Guides in the “Training and Guidance” section. Provide a screenshot of the page.
10. Search the “Staff Directory” on intranet for your name and provide a screenshot of your details.

Councillor test plan for new laptops.

11. Open Microsoft Teams, on the “Chat” tab start a new chat with either John Griffiths or James McCulloch.
12. In teams, on the “Teams” tab, find the “CDC Councillors” team and post a comment in the General sub team.
13. In teams, schedule a video meeting with either John Griffiths or James McCulloch. Then conduct the meeting at the time you scheduled.



HP Laptop 14-dk0599sa

Reliable laptop with slim, stylish design

This slim, ultra-portable laptop delivers reliable performance. The micro-edge display gives you lots to look at with more screen in a smaller frame.



Sleek. Slim. Stylish design.

Designed for portability, this lightweight laptop has a micro-edge display with ultra-narrow bezel, giving you lots of screen in a smaller frame.



Responsive and reliable performance

With a dependable AMD processor and a super responsive precision touch pad – you've got the power to surf, stream², and do more like never before.



Stay connected and entertained

With fast-charge technology, this laptop lets you work and play all day. It includes ample storage for photos, videos, and music—plus a USB-C™ port¹ ready for the future of connectivity.



¹ USB Type-C™ and USB-C™ are trademarks of USB Implementers Forum.

² Internet service required and not included.

HP Laptop 14-dk0599sa

Featuring

HP Fast Charge

When your laptop is low on power, no one has time to wait hours to recharge. Power down your device and go from 0 to 50% charge in approximately 45 minutes.¹⁹

Micro Edge display

By squeezing a larger screen into a smaller frame, this ultra-thin, barely visible bezel revolutionizes your display's appearance with a beautifully efficient design.

Choose your color

Personalize your PC with your choice of color, for style that matches yours.²⁰

Dropbox cloud storage

Store and synchronize your content online with Dropbox. Get 25GB of storage for one year to access, manage, and share your photos, music, and files from anywhere with Internet access.²¹

USB-C™

Plug in your external storage with this USB-C™ port, featuring 5Gb/s signaling rate. And it's reversible, so you never have to worry about plugging in upside down.²²

Tuned stereo speakers

Through rigorous testing and refinement, HP custom tunes the dual speaker setup in every notebook for exceptional stereo quality.

HP Laptop 14-dk0599sa



Specifications

Performance

Processor

AMD Ryzen™ 3 3200U with Radeon™ Vega 3 Graphics (2.6 GHz base clock, up to 3.5 GHz max boost clock, 5 MB cache, 2 cores)
Processor family: AMD Ryzen™ 3 processor ^{6,7}

Chipset

AMD Integrated SoC

Memory

4 GB DDR4-2400 SDRAM (1 x 4 GB)
Transfer rates up to 2400 MT/s.

Storage

128 GB M.2 SSD
Optical drive not included
Dropbox¹

Graphics

Integrated: AMD Radeon™ Vega 3 Graphics;

Audio

Dual speakers

Power

45 W AC power adapter;

Battery type

3-cell, 41 Wh Li-ion;
210 g;

Battery and Power

Connectivity

Network interface

Integrated 10/100/1000 GbE LAN

Wireless connectivity

Realtek RTL8821CE 802.11 b/g/n/ac (1x1) and Bluetooth® 4.2 Combo
MU-MIMO supported; Miracast compatible

Ports

1 HDMI; 1 headphone/microphone combo; 1 RJ-45; 1 USB 3.1 Type-C™ (Data transfer only, 5 Gb/s signaling rate); 1 AC smart pin; 2 USB 3.1 Gen 1 Type-A (Data Transfer Only)
1 multi-format SD media card reader

Webcam

HP TrueVision HD Camera with integrated digital microphone

Design

Product color

Natural silver cover and base, ash silver keyboard frame
Vertical brushing pattern

Software

HP apps

HP 3D DriveGuard; HP CoolSense; HP JumpStart; HP Support Assistant

Software

Netflix; 1 month trial for new Microsoft Office 365 customers

Service & support

McAfee LiveSafe™ ²

Additional information

Part Number

P/N: 6BK76EA #ABU

UPC/EAN code: 193905415632

Weight

1.47 kg;
Packed: 2.17 kg

Dimensions

32.4 x 22.59 x 1.99 cm;
Packed: 48.3 x 30.5 x 6.9 cm

Warranty

1 year limited parts, labour, and pickup and return service; You can expand the warranty coverage of your product to reach up to 3 years in total; for more information go to the "Options and accessories" web section on hp.com product pages.

Keyboard

Full-size island-style ash silver keyboard
Touchpad with multi-touch gesture support; Precision Touchpad Support

Security management

Kensington Mini Security slot™

Recommended accessories

* Not included.



HP USB Headset 500
1NC57AA



HP Wired Mouse 1000
4QM14AA



HP Commuter Backpack (Black)
5EE91AA



PC Care pack

3-year pickup and return
U1PS3E

Warranty services*

¹ 25 GB of free online storage for one year from date of registration. For complete details and terms of use, including cancellation policies, visit the website at www.dropbox.com. Internet service required and not included.

² McAfee LiveSafe 30-day free trial offer (Internet access required. First 30 days included. Subscription required for live updates afterwards.)

³ Recharges your battery up to 50% within 45 minutes when the system is off (using "shut down" command). Recommended for use with the HP adapter provided with the notebook, not recommended with a smaller capacity battery charger. After charging has reached 50% capacity, charging speed will return to normal speed. Charging time may vary +/- 10% due to system tolerance. Available on select HP products. See <http://store.hp.com> for a full list of product features.

⁴ Multicore is designed to improve performance of certain software products. Not all customers or software applications will necessarily benefit from use of this technology. Performance and clock frequency will vary depending on application workload and your hardware and software configurations. AMD's numbering is not a measurement of clock speed.

⁵ Max Boost clock frequency performance varies depending on hardware, software and overall system configuration.





A Full HD LED monitor with VA panel and height adjustable stand

The ProLite XB2283HS is an excellent 22" Full HD LED-backlit monitor with 1920 x 1080p resolution and VA panel technology guaranteeing accurate and consistent colour reproduction with wide viewing angles. Triple Input support ensures compatibility with the latest installed graphics cards and embedded Notebook outputs. The XB2283HS is also equipped with two high quality stereo speakers. The ergonomic stand offers 13 cm height adjustment with pivot and swivel, making this screen suitable for a wide range of applications and environments where workplace flexibility and ergonomics are key factors. The monitor is TCO and Energy Star Certified. A perfect solution for education, local government, business and finance markets.

Available also with fixed stand: [ProLite X2283HS-B3](#) and with TN LED matrix: [ProLite B2283HS-B3](#)



Flicker-free + Blue light

The ultimate solution for the comfort and health of your eyes. Flicker-free monitors with the blue light reducer function substantially reduce the strain and fatigue caused by flickering and blue light emittance of regular monitors.



HAS + Pivot

With a height adjustable stand you will create an ergonomic work posture and position that meets all health and safety requirements. This will not only prevent any health issues but will also increase your productivity. The pivot function allows the screen to rotate from landscape to portrait orientation. This functionality can be useful if the application requires more height than width.

01 DISPLAY CHARACTERISTICS

Diagonal	21.5", 54.7cm
Panel	VA LED, matte finish
Native resolution	1920 x 1080 @75Hz (HDMI&DisplayPort, 2.1 megapixel Full HD)
Aspect ratio	16:9
Brightness	250 cd/m² typical
Static contrast	3000:1 typical
Advanced contrast	80M:1
Response time (GTG)	4ms
Viewing zone	horizontal/vertical: 178°/178°, right/left: 89°/89°, up/down: 89°/89°
Colour support	16.7mIn 8bit (6bit + Hi-FRC) (sRGB: 99%; NTSC: 72%)
Horizontal Sync	30 - 80kHz
Vertical Sync	55 - 75Hz
Viewable area W x H	476.6 x 268.1mm, 18.8 x 10.6"
Pixel pitch	0.248mm
Colour	matte

02 INTERFACES / CONNECTORS / CONTROLS

Signal input	VGA x1 HDMI x1 DisplayPort x1
HDCP	yes
Headphone connector	yes

03 FEATURES

Blue light reducer	yes
Flicker free	yes
OSD languages	EN, DE, FR, ES, IT, CN, RU, JP, CZ, NL, PL
Control buttons	Power, Menu/ Select, Scroll up/ Volume, Scroll down/ ECO, Exit, Input Select
User controls	picture adjust (contrast, brightness, OD, ACR, ECO, Blue Light Reducer), input select, audio adjust (volume, mute, digital audio), colour adjust, image adjust (auto adjust, H. position, V. position, clock, phase, sharpness, video mode adjust), language, setup (OSD position, OSD timeout, opening logo, auto power off), display information, reset
Speakers	2 x 1W
Convenience	Kensington-lock™ prepared, DDC2B, Mac OSX

04 MECHANICAL

Display position adjustments	height, pivot (rotation), swivel, tilt
Height adjustment	130mm
Rotation (PIVOT function)	90°
Swivel stand	90°; 45° left; 45° right
Tilt angle	22° up; 5° down
VESA mounting	100 x 100mm

05 ACCESSORIES INCLUDED

Cables	power, HDMI
Other	quick start guide, safety guide

06 POWER MANAGEMENT

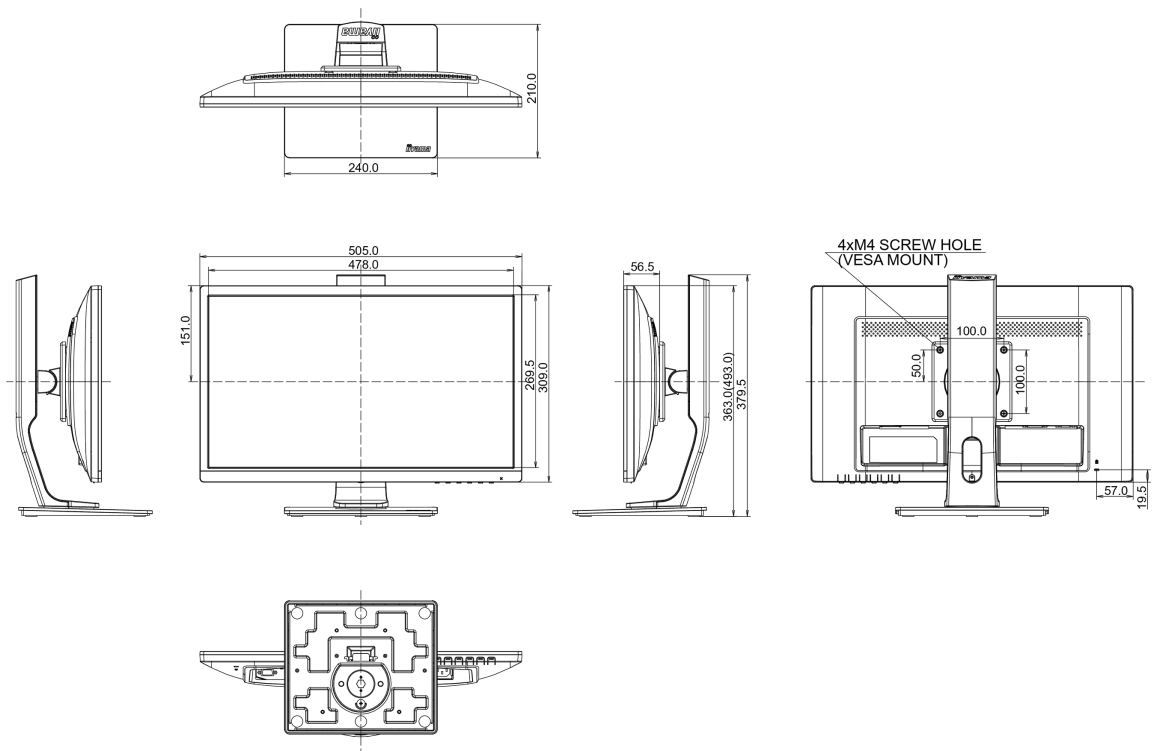
Power supply unit	internal
Power supply	AC 100 - 240V, 50/60Hz
Power usage	19W typical, 0.29W stand by, 0.5W off mode

07 SUSTAINABILITY

Regulations	TCO, CE, TÜV-GS, VCCI-B, PSE, EPEAT, CU
Energy efficiency class	A
Other	REACH SVHC above 0.1%: Lead

08 DIMENSIONS / WEIGHT

Product dimensions W x H x D	505 x 363 (493) x 210mm
Weight (without box)	4.8kg
EAN code	4948570115945



10 EU ENERGY EFFICIENCY LABEL

Manufacturer	iiyama
Model	ProLite XB2283HS-B3
Energy efficiency class	A
Visible screen diagonal	55cm; 21.5"; (22" segment)

ON mode power consumption	19W
Annual energy consumption	28kWh/annum*
Power in Standby	0.29W stand by
Power in OFF Mode	0.27W off mode
Resolution	1920 x 1080

*This is information under Regulation (EU) No 1062/2010.*Based on the power consumption of the television operating 4 hours per day for 365 days. The actual energy consumption will depend on how the television is used.*

All trademarks and registered trademarks acknowledged. E & O E. Specification subject to change without notice. All LCD's comply with ISO-9241-307:2008 in connection with pixel defects.

© IIYAMA CORPORATION. ALL RIGHTS RESERVED

Select Committee Working Group – Review of Members' IT

(Zoom Virtual meeting)

3 June 2020

Present – The Chair (Councillor Staveley) and Councillors Brown, Hull, Metcalfe, Moorby, Shuttleworth and Solloway.

Officers – CIO & Assets and Commercial Services, Democratic Services Manager, Senior Democratic Services Officer and Democratic Services and Scrutiny Officer.

In attendance: Lead Member for Internal Services, Councillor Brockbank.

Apologies for absence were received from Councillors Sutcliffe, Mercer, Jaquin and Harbron.

Start: 6.30pm

Finish: 7.45pm

Members IT Options

The CIO provided a verbal update on the proposed solution for Members IT. Taking into account the current climate and new way of working the CIO explained the updated position, which included a proposal to roll out HP laptops (14" screen) to all Members. It was explained that the laptop solution provided portability, practicability and ease of use. The laptops would be fitted with Zoom and Microsoft Teams (Microsoft Teams was considered more secure and accessible for impromptu meeting setup). A second screen (21.5") would also be made available for each Member who requested one. This would be particularly helpful when attending Committee meetings, enabling Members to have the meeting agenda on one screen and participants on the other. One Member suggested that the two screen set-up may also encourage Councillors to fully embrace the paperless approach. The CIO emphasised the added remote support that IT would be able to provide should the laptop solution be approved.

The current expenditure was £7,000 per annum for the Councillor Airwatch system. Members noted that the suggested laptop solution would not allow for a 'pic and mix' system, all Councillors must transition to the laptop solution to avoid cost and resource implications. Providing relevant Senior Officers approved the release of the necessary capital and the proposal was approved by Select Committee, the CIO estimated the purchasing and building of new equipment would be completed by the end of June with the intention to roll-out equipment within three months. A brief training session would take place with each Member when they picked up their new laptop.

One Member questioned the timing of the suggested 'switch over' from iPads to laptops. There was concern that some Elected Members may require a significant level of support and that the current climate added an extra technological learning element. The CIO explained that timing was constrained to a certain degree, but it was important that all Members transitioned as quickly and seamlessly as possible. Members were assured that where necessary IT Services would be able to provide advice and support.

Members were made aware that two laptops had already been sourced and were in the process of being built by IT Services, this included testing whether folders could be successfully transferred from the current iPads to the new laptops. IT Services intended to run a pilot scheme with two Councillors to test the suitability of the devices within the next week prior to full approval. It was suggested that Councillors Brockbank and Solloway could

assist with the pilot. Members requested that the results of the pilot are presented to the Committee.

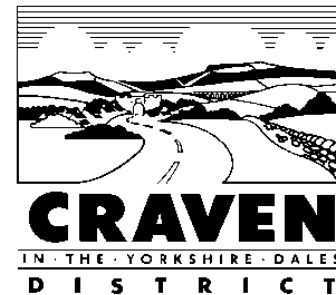
The importance of Members having access to a good broadband signal was emphasised and the CIO briefly listed some options for individual Members struggling to connect to consider. The Democratic Services Manager also reminded Members of the guidance document produced by the IT Technical Solutions Officer and agreed to forward the document to all Members.

Resolved – That the laptop solution as presented above is approved and that the results of the planned pilot scheme involving Councillors Brockbank and Solloway are presented to Committee upon completion.

Select Committee – 15 July 2020

Select Committee Annual Report 2019-20

Report of the Democratic Services and Scrutiny Officer



Ward(s) affected: All

1. Purpose of Report

To present the Select Committee Annual Report for 2019-20.

2. Recommendations

2.1 To consider and agree the Select Committee Annual Report for 2019-20.

3. Report

3.1 The Select Committee is responsible for the review and development of policy and the scrutiny of Council decisions. The Select Committee's Annual Report 2019-20 (appended to this report) provides a summary of key work and achievements throughout the year together with areas of ongoing work and potential areas of review.

4. Legal Implications

There are no legal implications arising from this report.

5. Contribution to Council Priorities

The work of Select Committee contributes to Council priorities by aiming to improve services and add value.

6. Risk Management

There are no risk management issues associated with this report.

7. Equality Analysis

There are no direct implications arising from this report.

8. Consultations with Others

Democratic Services Manager

9. Access to Information: Background Documents

There are no background documents.

10. Appendices

Select Committee Annual Report 2019-20.

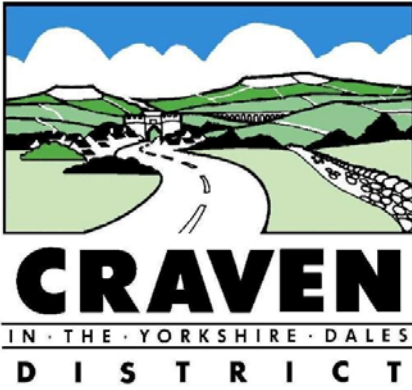
11. Author of the Report

Hannah Scales, Democratic Services and Scrutiny Officer

Telephone: (01756) 706423

E-mail: hscases@cravendc.gov.uk

Note: Members are invited to contact the author in advance of the meeting with any detailed queries or questions.



SELECT COMMITTEE ANNUAL REPORT 2019-2020

INTRODUCTION

I am pleased to present the Select Committee Annual Report for 2019-2020. We have had a successful year assisting in the review and development of policy and the scrutiny of Council decisions. I would like to thank all members and officers for their commitment, enthusiasm and hard work during the year.

Councillor David Staveley, Chairman of Select Committee

MEMBERSHIP OF THE COMMITTEE

The Select Committee in 2019/20 comprised of the following Members:



David Staveley



Andrew Brown



Chris Harbron



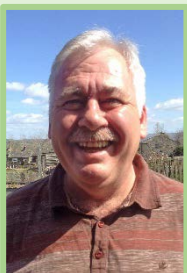
Wendy Hull



Eric Jaquin



Sue Metcalfe



Bill Mercer



Chris Moorby



David Pighills



Brian Shuttleworth



Alan Sutcliffe



Andrew Solloway

SUMMARY OF WORK AND KEY ACHIEVEMENTS

The Select Committee has continued its work in 2019-20 reviewing and developing policy in line with its work programme agreed in June 2019.

In July 2019, the Committee received an update on absence management, which included absence statistics for the period 1 April 2018 to 31 March 2019. Members queried the correlation between gaps in management and long term absence. The Committee agreed that a further report should be presented which included a breakdown of absence by service area and a more detailed breakdown of absence in Waste Management. It was also suggested that consideration be given to alternative solutions that may reduce long term absence. In February 2020 the half year position was presented to Members.

Members received an update in September 2019 on progress made against the recently introduced recommendation tracking template with a specific focus on Disabled Facilities Grants. Members agreed to review progress with a particular focus on the outstanding red status recommendations.

The urgency of the green theme had increased since the Council meeting in August 2019 when a Climate Emergency was unanimously declared. In response, the Committee received a report at the October meeting from the Lead Member for Greener Craven. Members noted the recent progress and supported the development of a strategic action plan. Members also highlighted the need to explore opportunities for Parish Councils to help fund tree planting, reducing the heating at the Council offices, strengthening planning requirements and increasing recycling awareness.

In November 2019, the Committee received performance updates from Bereavement Services together with an update on progress made against the business strategy.

The Committee also undertook a number of working groups sessions in 2019-20. One of the key areas of work was a review of Waste Management with a focus on lane end collections. It was recommended that Waste Management be added as formal consultee in relation to all major housing applications.

In relation to Members' IT, the Committee agreed that a more detailed report was required with a breakdown of costs. It was agreed to schedule a further working group session meeting to discuss options.

Review of Planning Enforcement and Building Control

Following public expressions of dissatisfaction with the Council's performance in relation to an increasing number of perceived breaches of planning consent conditions and cases of unauthorised development, a working group was set up with a brief to report back on the nature and extent of the identified issues and possible remedies.

A comprehensive report presented by the Planning Manager and the Planning Enforcement Officer reported the full extent of the problem, the range of ways in which the current situation had developed and the nature and effectiveness (and at times apparent ineffectiveness) of available remedies.

It was clear that planning enforcement had a high public prominence and that due to limited resources the current service was limited and re-active as opposed to an ideal pro-active nature.

Recommendations were drawn up, presented to and approved by the Committee, which concluded that the current staffing levels in planning enforcement were grossly inadequate and that, in addition to the need to appoint additional staff, an in-house training/apprenticeship function was needed to offer progressive training opportunities 'in house'. This would enable more junior staff to achieve levels of knowledge and experience to make a more positive contribution to the Council's overall planning service.

Towards the end of 2019/20, a report was submitted to Policy Committee. Implementation of the recommendations is currently delayed primarily due to the current (as this report was being penned) Covid-19 pandemic.

Councillor Brian Shuttleworth (Chair of Planning Enforcement and Building Control Working Group)

SELECT (CRIME AND DISORDER) COMMITTEE

In June 2019, the Committee received a presentation from Councillor Les, Chair of the North Yorkshire Police, Fire and Crime Panel, providing an overview of the key work undertaken by the Panel. The Committee identified a number of key issues to be presented to the next Panel meeting. In particular, the Committee highlighted the need to review protocols associated with road closures on the A65 and the need for groups to work more closely together.

The Committee also received a presentation from Inspector Lorraine Crossman Smith in relation to local policing. The Committee considered the positive use of social media by local communities to share intelligence and address key issues. Members also identified a need to improve information and data presented to the Committee. A number of possible improvements were to be considered and reported back to a future Committee meeting.

The Committee also considered its response to the North Yorkshire Fire and Rescue Plan priorities and feedback on the Yorkshire Ambulance Service.

In January 2020 the Committee received a presentation from Fiona Ancell, Road Safety Team Leader at North Yorkshire County Council. The Committee raised concerns about the Highway Authority process for reviewing planning applications and requested a further report back. It was also agreed that the issues be forwarded to the Executive Member for Transport at North Yorkshire County Council for a response.

In addition, the Committee considered an update on local policing and a number of key matters were discussed. The Committee welcomed that a new Child Sexual Exploitation / Child Criminal Exploitation PCSO role was being trialled. The role was part of a commitment to Craven's Multi-Agency Child Exploitation group, which met monthly at North Yorkshire County Council. The Committee also supported the need for ensuring sufficient resources to make the role permanent.

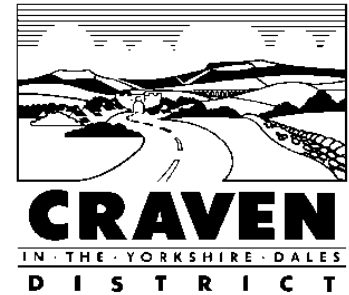
MOVING FORWARD INTO 2020/21

In 2020/21 the Committee has a number of ongoing areas of work to finalise. In particular, the Committee will continue its review of Members' IT and convene working group sessions to agree a way forward.

The Committee may also need to consider the impact of Covid-19 on Council services. Recommendation tracking will also help support the Committee monitor progress against its recommendations and decide whether any further action is required.

Select Committee – 15 July 2020**Work Schedule****Report of the Democratic Services Manager**

Ward(s) affected: All

**1. Purpose of Report**

- 1.1 To consider the Select Committee's work schedule for the 2020/21 municipal year.

2. Recommendations

- 2.1 Members are asked to consider the matters outlined in this report and agree (or amend) the work schedule (as presented at Appendix 1) for the 2020/21 municipal year.

3. Report

- 3.1 A draft work schedule is attached as Appendix 1 for consideration and agreement by Select Committee, subject to any identified and agreed amendments.
- 3.2 It's important to recognise that the work schedule should not be considered a fixed and rigid schedule, it should be something that can be adapted to reflect any new and emerging issues throughout the year; and also reflect any timetable issues that might occur from time to time.
- 3.3 However, when considering any developments and / or modifications to the work programme, effort should be made to:
- Avoid unnecessary duplication by taking into account any existing groups or forums already monitoring a particular issue.
 - Ensure that any review work to be undertaken has clarity and focus of purpose and will add value and can be delivered within an agreed time frame.
 - Seek advice about available resources and relevant timings, taking into account Select Committee's workload and the type of activity taking place.
 - Build in sufficient flexibility to enable the consideration of urgent matters that may arise during the year.
- 3.4 In addition, in order to deliver the work schedule, the Select Committee may need to take a flexible approach and undertake activities outside the formal schedule of meetings, such as working groups. This flexible approach may also require additional formal meetings of the Select Committee.

4. Legal Implications

There are no legal implications arising from this report.

5. Contribution to Council Priorities

The work of Select Committee contributes to Council priorities by aiming to improve services and add value.

6. Risk Management

There are no risk management issues associated with this report.

7. Equality Analysis

There are no direct implications arising from this report.

8. Consultations with Others

Leader of the Council, Deputy Leader of the Council, Lead Members and Corporate Leadership Team

9. Access to Information: Background Documents

There are no background documents.

10. Appendices

Appendix 1 – Draft work schedule for 2020/21

11. Author of the Report

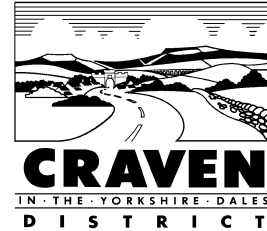
Guy Close, Democratic Services Manager

Telephone: (01756) 706226 E-mail: gclose@cravendc.gov.uk

Note: Members are invited to contact the author in advance of the meeting with any detailed queries or questions.

SELECT COMMITTEE

WORK SCHEDULE 2020/21



Date	Committee	Agenda
15 July	Select Committee	<ul style="list-style-type: none"> Review of Members' IT (Darren Maycock, CIO and Assets and Commercial Services) Select Committee Annual Report 2019-20 (Hannah Scales, Democratic Services and Scrutiny Officer) Work Schedule and Appointment of Working Groups (Guy Close, Democratic Services Manager).
9 Sept	Select Committee	<ul style="list-style-type: none"> Absence Management 2020-21 (Jacquie Hodgson, Human Resources Manager) Recommendation Tracking (Guy Close, Democratic Services Manager)
28 Oct	Select Committee	<ul style="list-style-type: none"> Potential Working Group session
25 Nov	Select Committee	<ul style="list-style-type: none"> Potential Working Group session
9 Dec	Select (Crime and Disorder) Committee	<p>Select (Crime and Disorder) Committee:</p> <ul style="list-style-type: none"> North Yorkshire Police, Fire and Crime Panel: Annual Update (County Councillor Les) Local Policing – Local crime overview and priorities (Inspector Lorraine Crossman-Smith) Community Safety Update (Stacey Reffin, Community Safety Officer)

13 Jan	Select Committee	<ul style="list-style-type: none"> • Final Review Reports (Guy Close, Democratic Services Manager)
17 Feb	Select Committee	<ul style="list-style-type: none"> • Absence Management 2020-21 (Jacquie Hodgson, Human Resources Manager) • Customer Services Call Handling Performance (Sharon Hudson, Communications, Customer Services and Partnerships Manager)
17 Mar	Select Committee	<ul style="list-style-type: none"> • Recommendation Tracking (Guy Close, Democratic Services Manager)
14 Apr	Select Committee	<ul style="list-style-type: none"> • Draft Work Schedule for 2021/22 (Guy Close, Democratic Services Manager)