Agenda

Corporate and Communities Overview and Scrutiny Panel

Thursday, 16 November 2017, 2.00 pm
County Hall, Worcester

All County Councillors are invited to attend and participate

This document can be provided in alternative formats such as Large Print, an audio recording or Braille; it can also be emailed as a Microsoft Word attachment. Please contact Democratic Services on telephone number 01905 844963 or by emailing democraticservices@worcestershire.gov.uk

DISCLOSING INTERESTS

There are now 2 types of interests:
'Disclosable pecuniary interests' and 'other disclosable interests'

WHAT IS A 'DISCLOSABLE PECUNIARY INTEREST' (DPI)?

- Any **employment**, office, trade or vocation carried on for profit or gain
- **Sponsorship** by a 3rd party of your member or election expenses
- Any **contract** for goods, services or works between the Council and you, a firm where you are a partner/director, or company in which you hold shares
- Interests in **land** in Worcestershire (including licence to occupy for a month or longer)
- **Shares** etc (with either a total nominal value above £25,000 or 1% of the total issued share capital) in companies with a place of business or land in Worcestershire.

NB Your DPIs include the interests of your spouse/partner as well as you

WHAT MUST I DO WITH A DPI?
- **Register** it within 28 days and
- **Declare** it where you have a DPI in a matter at a particular meeting
  - you must **not participate** and you **must withdraw**.

NB It is a criminal offence to participate in matters in which you have a DPI

WHAT ABOUT 'OTHER DISCLOSABLE INTERESTS'?
- No need to register them but
- You must **declare** them at a particular meeting where:
  You/your family/person or body with whom you are associated have
  a **pecuniary interest** in or **close connection** with the matter under discussion.

WHAT ABOUT MEMBERSHIP OF ANOTHER AUTHORITY OR PUBLIC BODY?
You will not normally even need to declare this as an interest. The only exception is where the conflict of interest is so significant it is seen as likely to prejudice your judgement of the public interest.

DO I HAVE TO WITHDRAW IF I HAVE A DISCLOSABLE INTEREST WHICH ISN'T A DPI?
Not normally. You must withdraw only if it:
- affects your **pecuniary interests OR**
  relates to a **planning or regulatory** matter
- **AND** it is seen as likely to **prejudice your judgement** of the public interest.

DON'T FORGET
- If you have a disclosable interest at a meeting you must **disclose both its existence and nature** – 'as noted/recorded' is insufficient
- **Declarations must relate to specific business** on the agenda
  - General scattergun declarations are not needed and achieve little
- Breaches of most of the **DPI provisions** are now **criminal offences** which may be referred to the police which can on conviction by a court lead to fines up to £5,000 and disqualification up to 5 years
- Formal **dispensation** in respect of interests can be sought in appropriate cases.

Simon Mallinson Head of Legal and Democratic Services July 2012   WCC/SPM summary/f

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Corporate and Communities Overview and Scrutiny Panel
Thursday, 16 November 2017, 2.00 pm, County Hall Worcester

Membership
Councillors:
Mr C B Taylor (Chairman), Mrs M A Rayner (Vice Chairman), Mr A D Kent, Mr R C Lunn, Mr R J Morris, Mr J A D O'Donnell, Prof J W Raine, Mr A Stafford and Mr R P Tomlinson

Agenda

Item No	Subject	Page No
1	**Apologies and Welcome**	
2	**Declarations of Interest and of any Party Whip**	
3	**Public Participation** *Members of the public wishing to take part should notify the Head of Legal and Democratic Services in writing or by e-mail indicating the nature and content of their proposed participation no later than 9.00am on the working day before the meeting (in this case 15 November 2017). Enquiries can be made through the telephone number/e-mail address below.*	
4	**Confirmation of the Minutes of the Previous Meeting (previously circulated)**	
5	**Budget Scrutiny: Reviewing the 2017/18 Budget Position for Corporate And Communities**	1 - 2
6	**Councillor ICT**	3 - 16

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AGENDA ITEM 5

CORPORATE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL
16 NOVEMBER 2017

BUDGET SCRUTINY: REVIEWING THE 2017/18 BUDGET POSITION FOR CORPORATE AND COMMUNITIES

Summary

1.   As part of the Council's development of the 2018/19 budget, the Overview and Scrutiny Panels and the Health Overview and Scrutiny Committee will be reviewing the 2017/18 budget position at their November meetings, prior to consideration of the 2018/19 draft budget at their meetings in January 2018.

2.   The Cabinet Members with Responsibility for Transformation and Commissioning and Communities, the Head of Commercial and Assistant Director of Children's Services responsible for Communities have been invited to the meeting to present the 2017/18 budget position and how any challenges are being addressed.

Background

3.   The Council's draft budget for 2018/19 will be presented to Cabinet on 14 December 2017. In advance of this meeting, it was agreed at the Overview and Scrutiny Performance Board on 4 October 2017 that in November the Overview and Scrutiny Panels and Health Overview and Scrutiny Committee (HOSC) would review the 2017/18 budget position in advance of the December Cabinet.

4.   All Overview and Scrutiny Panels and HOSC have had a development session with Finance Managers to interpret the financial information for their particular area. These sessions have taken place in advance of this meeting. Additional information on benchmarking has also been provided.

Purpose of the Meeting

5.   The Panel is asked to:
   • review the current position and offer comments to the appropriate Cabinet Member; and
   • consider whether any further information is required ahead of the January discussion of the draft 2018/19 budget.

Contact Points

County Council Contact Points
Worcestershire County Council; 01905 763763
Worcestershire Hub: 01905 765765

Background Papers

In the opinion of the proper officer (in this case the Head of Legal and Democratic Services) the following are the background papers relating to the subject matter of this report:

- Agenda and Minutes of Cabinet on 28 September and 2 November 2017 – available on the Council website here
- Agenda and Minutes of the Overview and Scrutiny Performance Board on 4 October 2017 – available on the Council website here

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CORPORATE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL
16 NOVEMBER 2017

COUNCILLOR ICT

Summary

1. The Corporate and Communities Overview and Scrutiny Panel will receive an overview on the Councillor IT Policy, which is part of the Panel's work programme, as requested at the Panel's last meeting.

2. The Cabinet Member with Responsibility for Transformation and Commissioning and Communities and the Head of Commercial have been invited to the meeting.

Background

3. The Panel will receive a presentation which will include:
   - Member allowance
   - Ease of Use v Security
   - Improvements and easier access
   - Data Protection Act and Freedom of Information Act

4. A copy of the ICT Provision at Worcestershire County Council is attached at Appendix 1.

Supporting Information

Appendix 1 - ICT Provision at Worcestershire County Council

Purpose of the Meeting

5. The Panel is asked to:
   - Consider the overview of Councillor IT; and
   - Agree what if any further Scrutiny is required

Contact Points

County Council Contact Points
Worcestershire County Council; 01905 763763
Worcestershire Hub: 01905 765765

Specific Contact Points for this report
Alyson Grice /Samantha Morris, Overview and Scrutiny Officers, Tel: 01905 844962/ 844963
Email: scrutiny@worcestershire.gov.uk

Background Papers

In the opinion of the proper officer (in this case the Head of Legal and Democratic Services) the following are the background papers relating to the subject matter of this report:

- Agenda and Minutes of the Overview and Scrutiny Performance Board on 18 July 2017 – available on the Council website here

ICT Provision at Worcestershire County Council

This document describes the types of ICT provision offered at the Council and the support you can expect to receive

Brant, Dawn

May 2017

Table of Contents

1. ICT Provision at Worcestershire County Council

Here at Worcestershire County Council we pride ourselves on providing the right technology for the job at hand. To this end we are pleased to offer our Councillors a variety of devices which will allow you to perform your roles with access to the correct information at all times, in a secure and supported environment.

Whilst we can accommodate Councillors who wish to use their own devices to access some services we have at Worcestershire County Council, we would strongly recommend that for ease of use, security and support, Councillors choose to use Council devices.

In the attached catalogue you can see that we offer the latest technology both in terms of end user devices (laptops) and smartphones.

All of our devices have the Council's end point protection which secures devices both whilst in use, from network transmitted viruses and Malware, and should the device ever be lost or stolen, whilst still allowing access to the services that are taken for granted in this technological age such as internet access, emails, web portals etc.

Each of our devices is fully enabled to work from any of our corporate buildings and any location which has a broadband connection ('wifi'), whether this be your home or your local coffee shop. Our Corporate buildings with workspaces, including every County Library, are listed in Appendix A of this guide.

When you choose your device technology we will arrange for a technician to provide a one to one tutorial to setup and personalise your device and to show you the basics.

In general , once you are familiar with your device and the Council's systems and services then ongoing support is managed either by visiting the MyIT centre located in County Hall Reception or by calling 01905 76(6789) and the IT Service Desk will either resolve your issues or arrange for a technician to see you.

The catalogue in the next section describes the devices we support which we hope will offer enough variety to suit all working styles. Each of these devices is on display outside the Council Chamber today and will also be on display in the MyIT office in Reception at County Hall. We also have our own dedicated IT team who will be happy to assist in any way, both to assist in choosing the technology which suits you as an individual but also to help to navigate around the various systems and services available to you at the Council.

Section 8 contains an order from for you to request your preferred technology. Please fill this in and either return to the MyIT office or by email to Dawn Brant, Head of technology operations, dbrant@worcestershire.gov.uk.
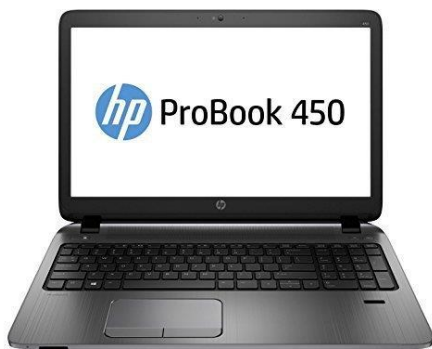
2. Device Catalogue

a. End User Devices

Lightweight Toshiba Portege Laptop

A lightweight laptop, for those who prefer a traditional laptop, but want a slimline, lightweight version for ease of portability. This laptop has a 13" screen. Again this comes with a full Council build.

Standard Laptop

This is a standard laptop with a 15.6" screen so slightly bigger and more robust than the lightweight Toshiba above but with all the same features. Again this comes with a full Council build.

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b. Smartphone

Our standard smartphone is a Samsung J3. This is a latest design Android smartphone with a 5" Ultra bright HD screen, an Ultra-sharp 8 Megapixel camera + 5MP selfie camera. The smartphone will be enabled so that you can receive your County Council emails on the device as well as your personal emails.

3. Productivity

As a Council we have a number of software products which enable productivity. The Council is predominantly a Microsoft user and as such our base productivity products are the Microsoft Suite of products including:

- Lync (telephony, instant messaging, online meetings and collaboration)
- Office (Word, Excel, Powerpoint)
- Yammer (collaboration)
- Project (project management)
- Outlook (email and calendar management)
- OneNote

Our main form of communication and signposting is our Council Intranet site 'OurSpace'. This site acts as one stop shop for all Council communications, acting as a bulletin board, a repository of information and a portal into our other sites such as our collaboration space 'Yammer', our Mercury HR/Finance service, the MyIT Service Catalogue and our Corporate Dashboards amongst others.

4. Security

As a County Council with responsibility for sensitive data, our duties to our residents are very clear in terms of the protection of this data. The Council has a partnership contract for provision of ICT Managed Services with DxC Technology (a merger of HP Enterprise Services and CSC) which includes access to some of the world's leading cyber security specialists. We have robust prevention and detection policies in place but at the heart of all security is our people. In any security policy the

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people are the weakest link. To this end we would ask that you complete the Corporate Induction

WCC Acceptable Use
Policy.pdf

training course and familiarise yourself with our 'Acceptable Use Policy'   .

Should you have any further questions on security then please do not hesitate to ask.

Section 7 of this document gives you the contact names, emails and numbers for the key staff should you have any problems.

5. Training

A one to one tutorial will be arranged once you have selected your device(s) of choice, which will take you through the following:

- Logging onto your new device
- Establishing a secure remote connection when not in an office location
- How to log into and manage your emails using Microsoft Outlook
- How to log into the Councillor Portal and download any papers you require
- How to manage both your personal and Council emails from your smartphone
- A guide to what you can and cannot do as part of our 'Acceptable Use of IT' Policy
- How to access OurSpace and it'd key features, such as what we do and people finder

Once you have completed this tutorial we will provide you with a 'quick guide' as an aide memoir.

In addition we have access to a number of productivity online resources such as:

- Microsoft Lync.
  - o Customising
  - o Instant messaging
  - o Making and receiving calls
  - o Managing your contacts
  - o Online meetings and collaboration
- Microsoft Project
- Microsoft Office
  - o Excel
  - o Powerpoint
  - o Word
  - o Outlook
  - o OneNote
- Yammer – changing the way we communicate
- Social Media Training
- Mercury HR/Finance

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      o   Expense claims

Specific Councillor briefings, entitled '**Making Better Use of Council Technology**', have been arranged with our IT Business Partner, Debby Tuffley to help you navigate your way around our systems and services. These have been arranged for the 10th and 11th of May, details will be sent to you separately. We will have the technology available at these events for you to review and also technical staff available to help you with your decision.

We also offer 'lunch and learn' sessions which are quick tutorial type sessions over a lunch hour where you can get hints and tips on various items. These are published on our Council Intranet Site 'OurSpace' under the Learn and develop section.

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6. County Council Locations with connectivity

a. Office Locations:

The main office with a wing dedicated to the Democratic offices is located here at County Hall, Spetchley Rd, Worcester WR5 2NP

These are locations with dedicated offices for Council staff or touchpoint offices.

Bromsgrove	Droitwich
Parkside Market Street Bromsgrove B61 8DA	Covercroft Day Centre Colman Road Covercroft Droitwich WR9 8QU
Evesham	Kidderminster
Evesham Community Contact Centre Abbey Road Evesham WR11 4SB	Kidderminster Library Market Street Kidderminster DY10 1AB
Malvern	Pershore
Malvern Library Graham Road Malvern WR14 2HU	Pershore Civic Centre Queen Elizabeth Drive Pershore WR10 1PT
Redditch	Stourport
The Rubicon Centre Unit 25, Office 31 Broad Ground Road Redditch B98 8YP	Stourport on Severn Civic Centre Stourport Civic Centre New Street Stourport on Severn DY13 8UJ

b. Libraries:

Each of our libraries offers Corporate wifi connections so you will automatically connect from a Council device when you enter the library.

THE HIVE, SAWMILLS WALK, THE BUTTS, WORCESTER WR1 3PB

PERSHORE LIBRARY,32 CHURCH STREET,PERSHORE,WORCESTERSHIRE,WR10 1DT

HAGLEY LIBRARY,WORCESTER ROAD,HAGLEY,STOURBRIDGE,WEST MIDLANDS,DY9 0NW

ST JOHNS LIBRARY,GLEBE CLOSE,ST JOHN'S,WORCESTER,WORCESTERSHIRE,WR2 5AX

EVESHAM LIBRARY,OAT STREET,EVESHAM,,WR11 4PJ

WYTHALL LIBRARY,MAY LANE,HOLLYWOOD,,B47 5PD

DROITWICH LIBRARY,VICTORIA
SQUARE,DROITWICH,,WR9 8DQ

WOODROW LIBRARY,WOODROW
CENTRE,REDDITCH,,B98 7RY

BEWDLEY LIBRARY,LOAD STREET,BEWDLEY,,DY12
2EQ

KIDDERMINSTER LIBRARY,MARKET
STREET,KIDDERMINSTER,,DY10 1AB

STOURPORT LIBRARY,WORCESTER
STREET,STOURPORT ON SEVERN,,DY13 8EH

REDDITCH LIBRARY,15 MARKET
PLACE,REDDITCH,,B98 8RR

CATSHILL LIBRARY AT MIDDLE SCHOOL,MEADOW
ROAD,BROMSGROVE,,B61 0JW

TENBURY LIBRARY,TEME STREET,TENBURY
WELLS,WORCESTERSHIRE,WR15 8BA

BROADWAY LIBRARY,LEAMINGTON
ROAD,BROADWAY, WR12 7DZ

UPTON UPON SEVERN LIBRARY,SCHOOL
LANE,UPTON-UPON-
SEVERN,WORCESTER,WORCESTERSHIRE,WR8
0LE,UK

WELLAND VILLAGE HALL LIBRARY,MARLBANK
ROAD,WELLAND,MALVERN,WORCESTERSHIRE,WR13
6NE

MARTLEY MEMORIAL HALL LIBRARY,BERROW
GREEN ROAD,MARTLEY,WORCESTER,WR6 6PQ

ALVECHURCH C OF E MIDDLE SCHOOL,BIRMINGHAM
ROAD,ALVECHURCH,BIRMINGHAM,WEST
MIDLANDS,B48 7TA

RUBERY LIBRARY,LIBRARY
WAY,REDNAL,BIRMINGHAM,WEST MIDLANDS,B45
9JS

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7. Contacts

Contact	Telephone Number	Email	When to use
IT Support	(01905 76) 6789	ITServiceDesk@worcestershire.gov.uk	To report IT issues and ask for IT support
Dawn Brant, Head of Technology Operations	Work: (01905 84) 3737 Mobile: 07803 203641	dbrant@worcestershire.gov.uk	Any questions related to the provision of IT Services at Worcestershire County Council and escalations for support calls
Sean Pearce, Chief Financial Officer	(01905 84) 6268	spearce@worcestershire.gov.uk	Any questions related to finance in the Council and final escalation for IT support issues
Alan Barber, Infrastructure and Security Architect	(01905 84) 3811	abarber@worcestershire.gov.uk	Any questions on the architecture or security of our ICT Services
Debby Tuffley. IT Business Partner	(01905 84) 3811	dtuffley@worcestershire.gov.uk	Any specific or personalised IT training requirements.

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8. Order Form

Please fill in your name and tick the end user device you wish to receive and if you also require a smartphone please tick. All peripherals (mouse, bag, keyboard, headphones etc.) will be provided as required.

Name	
Lightweight Laptop	
Standard Laptop	
Smartphone	

Please hand in to MyIT or return to dbrant@worcestershire.gov.uk

Once your device has been built we will contact you to arrange delivery of your device(s) and arrange the tutorial at your convenience.

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