

MEMBERS USE OF ICT 8TH ANNUAL REPORT	
STANDARDS COMMITTEE 18 FEBRUARY 2019	CLASSIFICATION: Open
WARD(S) AFFECTED All Wards	
CORPORATE DIRECTOR Ian Williams, Group Director of Finance and Resources	

1. SUMMARY

1.1. This annual report provides the Standards Committee with an update on Members' use of the ICT services provided by the Council.

1.2. This report covers the following topics:

- Members' use of ICT during the 2018 calendar year
- Further development of Data Protection guidance for Members
- Planning for refresh of Members' ICT provision during the 2019 calendar year

2. RECOMMENDATIONS

2.1. Standards Committee is invited to:

- Note the update on Members' use of ICT (see section 6)
- Note that follow up work is taking place for a small number of Members to ensure that standard access and security arrangements are in place (see sections 6.5 and 6.6)
- Provide feedback on the proposed direction for Data Protection guidance and Members' ICT provision (see sections 7 and 8)

3. RELATED DECISIONS

3.1. Revised Draft Guidance for Members on the Use of ICT: March 2011.

3.2. Report of the Internal Auditor on Ethical Standards: January 2010.

4. FINANCIAL CONSIDERATIONS

4.1. There are no direct financial implications arising from this report.

5. COMMENTS OF THE DIRECTOR OF LEGAL

5.1. This guidance is based on the Members' Code of Conduct which provides that Council resources must be used for carrying out Council functions and restrictions are imposed on any significant personal use of such resources. The guidance specifically addresses how Members should use Council provided ICT resources. There are no immediate legal implications arising from this report.

6. MEMBERS' USE OF ICT DURING THE 2018 CALENDAR YEAR

- 6.1. Hackney Council's Member Code of Conduct provides that a Member must act in accordance with the Council's requirements and ensure that Council resources are not used for any unauthorised or political purpose (unless that use reasonably facilitates discharging the Council's functions). This includes Information & Communications Technology (ICT) resources.
- 6.2. Members' use of the Council's systems and information is covered by the Council's policies for *Using Systems and Data* and *Information Classification and Marking* which were updated in 2017 (and were included in draft form as part of the 2017 Annual Report to Standards Committee for comment and feedback prior to being adopted).
- 6.3. Following the municipal elections in May 2018 all Members have been contacted to arrange appointments for setting new Members up with ICT access and to arrange the transfer of returning Members onto the Council's new email and productivity systems (based on Google G Suite). The ICT Services team also participated in the Members' Induction event to help inform Members about the services and support provided.
- 6.4. At the time of writing there are some Members who have not yet arranged appointments to complete the migration to the Council's new email service (3 Members) and / or security updates to laptop computers (4 Members). These are being followed up through Member Services and group whips.
- 6.5. A further 22 Members have iPads which have not yet been updated to the Council's new device management standard. As these already have security controls in place which allow remote deletion of data in the event of a device being lost or stolen we propose to address this as part of the planned refresh of Members' ICT hardware (see section 8 below).
- 6.6. Monitoring of compliance with the guidance for Members' use of ICT is carried out by Corporate ICT staff. All potential incidents are reported to the ICT Services team, recorded on the ICT service management system and passed to the ICT Security Analyst for investigation and follow up.
- 6.7. There have been No incidents relating to Members' use of the Council's ICT systems recorded during the 2018 calendar year:

Category	Number of incidents	Description	Action taken
Telephony	0	n/a	
Web / internet	0	n/a	
Email	0	n/a	

Information security	0	n/a	
Total Incidents / Breaches	0		

6.8. The table below shows the historical pattern of incidents relating to Members use of ICT:

Year	Incident category				Description	Data breach	TOTAL
	Telephony	Web / internet	Email	Info security			
2018	0	0	0	0	N/A	N/A	0
2017	0	0	0	2	Lost / stolen iPads	N	2
2016	0	1	0	0	Inappropriate content	N	1
2015	0	0	0	0	N/A	N/A	0
2014	0	0	0	1	Lost / stolen laptop	N	1
2013	0	0	0	0	N/A	N/A	0
2012	0	0	0	1	Lost / stolen laptop	N	1
Total	0	1	0	4			5

7. DATA PROTECTION GUIDANCE FOR MEMBERS

7.1. As noted in previous reports, the UK's data protection laws (including the new Data Protection Act, 2018) place a number of requirements on elected Members, who handle information in three distinct roles:

- As Members of the Council, where the Council is responsible for the safeguards that are put in place, including the responsibility for any fines relating to breaches of the Data Protection Act.
- As members of political parties, where Members handle information such as canvassing information on behalf of their party.
- As Ward Councillors, where Members are **personally responsible** as Data Controllers for the safeguarding of information that constituents share with them. This includes **personal liability** for any fines for breaches of the Data Protection Act when Members are acting in this role.

- 7.2. To help Members fulfil their obligations as elected Members, the Council has arranged to register each Member as a Data Controller with the Information Commissioner's Office. This is a mandatory requirement for all Members and has been renewed by the Council following the election in May 2018 and is renewed annually.
- 7.3. Guidance sessions were offered in autumn 2017 to support Members in understanding their Data Protection responsibilities. Feedback from these sessions was positive but attendance was low, with four Members attending across the two sessions offered.
- 7.4. Officers have reviewed options to provide Members with online support to ensure that they are up to date with their data protection responsibilities. Following this review, work is close to completion with a modified bespoke version of the Data Awareness training package that has been delivered to officers. This has been updated to provide guidance that is relevant to the particular scenarios that apply to Members (eg when sharing information with other ward Members as part of casework) and following review with Deputy Mayor Bramble will be delivered to all Members. (Nearly 3,000 officers have now completed the training and feedback has been overwhelmingly positive.)
- 7.5. Members are also welcome to request in-person advice where required by contacting the ICT Services team. They will be able to advise on Data Protection considerations where the Council is responsible for information and indicate other resources that Members might find useful in other contexts that apply to Members' use of data.

8. MEMBERS' ICT PROVISION

Current provision

- 8.1. As reported in the 2018 report, the ICT equipment provided to Members is based on the findings of a pilot of upgraded ICT equipment that took place in early 2016. Members were given a choice of either being provided with a laptop PC or iPad (Members who prefer to use their own equipment continue to be able to do so). Members' response to these upgrades has been positive and the same model was used for new Members joining the Council following the municipal election in 2018.
- 8.2. Members have access to the Council's free wifi service which provides fast, consistent wifi across the core Council campus (Hackney Town Hall, Hackney Service Centre, Annex and Christopher Addison House).
- 8.3. Following low attendance by Members at support and advice sessions which were offered in July and October 2017 (a total of 2 Members attended the 2 evening sessions which were held) ICT support for Members is now based on access to telephone, online and bookable 1:1 support.

Developing the ICT offer for Members

8.4. The ICT Services team presented outline recommendations for future changes to Members' ICT provision to the Member Reference Group in November 2018. Members' feedback will now be used to inform the direction taken for proposed hardware upgrades later in 2019.

8.5. The following provision is proposed:

Equipment

- It is proposed that the devices that the Council has provided for Members (laptop PCs or iPads) will be refreshed as a full upgrade for all Members, with devices that have further serviceable life reused for other purposes within the Council.
- Members will continue to be offered a choice of iPad or laptop devices, based on a standard set of options for all Members.
- Other legacy equipment which is retained some Members will be recovered where there is an ongoing cost to the Council (eg mobile phones, which have call plans) and retained by Members where there is no ongoing cost if they wish (eg printers - noting that repairs and consumables will not be provided by the Council).

Services

- Members will continue to be provided with access to email, calendar and Committee papers on the same basis as is currently available.

Support

- The support offer will continue on the current basis with options of telephone, online and bookable in-person support in the Council offices.

8.6. The Standards Committee are invited to provide feedback on the above outline which can be taken into consideration as part of the Member Reference group's review.

Rob Miller, Director of ICT

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Financial considerations: Dawn Seers

Legal comments: Dawn Carter-McDonald

S.100D Local Government Act 1972 (as amended)

List of Appendices

- N/A

Background documents

No documents which require listing have been relied upon in the preparation of this report.