Hackney

MEMBERS USE OF ICT | 9TH ANNUAL REPORT	
STANDARDS COMMITTEE **14 JULY 2020**	**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 2019 calendar year
- Delivery of Data Protection training for Members
- The refresh of Members' ICT provision
- Introduction of virtual committee meetings (including live streaming for public viewing) in response to the Covid-19 pandemic

2. RECOMMENDATIONS

2.1. Standards Committee is invited to:

- Note the update on Members' use of ICT
- Note the progress with delivery of Data Protection training and refresh of ICT equipment for Members
- Note the successful implementation of virtual committee meetings and live streaming

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 Revised Draft Guidance for Members on the Use of ICT: March 2011.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. This report seeks the Standards Committee to note the update with regards to Members' use of ICT.

4.2. The report includes an update on the delivery of the upgrades to Members' IT equipment which have been funded as part of the Council's 2019/20 capital programme. The costs are expected to remain within the approved budget.

5. COMMENTS OF THE DIRECTOR OF LEGAL AND GOVERNANCE SERVICES

5.1. The Members' Code of Conduct provides that it is to be read in conjunction with other codes and protocols adopted by the Council as supplementary guidance; one such document is the ICT Policy. This 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 policy 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 2019 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. Members have been provided with access to the Council's email and productivity systems (based on Google G Suite).

6.4. The ICT service attends the Members' Reference Group meetings to ensure that Members' needs are understood and to discuss any areas where further support is required.

6.5. 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.

6.6. There were no incidents relating to Members' use of the Council's ICT systems recorded during the 2019 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**		

6.7. 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			
2019	0	0	0	0	N/A	N/A	0
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 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 is renewed annually.

7.3. The Council's online Data Awareness Training has been adapted to cover Members' responsibilities and the contexts in which they handle personal data. 53 Members have completed their training and arrangements will be made for face-to-face training for the remaining 5 Members who have requested this (a planned training session had to be cancelled due to system issues and a new date has been delayed due to the disruption caused by the Covid-19 lockdown).

7.4. 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

8.1. A funding bid for refresh of Members' ICT equipment was successful and work is in progress to deliver this programme.

8.2. The ICT Services team presented proposals for the refresh to the Member Reference Group meeting on 5 Nov 2019 and Members supported the recommendations based on providing a choice of either a Chromebook or iPad. Following this Members have been contacted to confirm which device they would prefer and arrangements to roll these out were just underway when the pandemic began. The programme was then paused as the ICT team were focused on providing devices to Members and officers who did not have a computer at home and on supporting Members and officers to use the Council's IT tools effectively, including the Google Meet video meeting service.

8.3. The programme will shortly be restarting in tandem with work to ensure that the Town Hall is reopened and to ensure that Members using Town Hall facilities have access to up to date devices. The offer to Members is summarised as follows:

Equipment

- Members are offered a choice of a Chromebook or an iPad Pro (11" or 12.9") with keyboard and case.
- Members are no longer provided with phones, although this policy is due to be reviewed in the short term as the telephone app currently available to support Members and Officers using their own devices has proven to be unreliable.
- Members can retain legacy devices provided there is no ongoing cost to the Council but old devices will not be supported and the Council will no longer pay for printer consumables.

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 appropriate adjustments made in response to the pandemic. The ICT service has developed a new "home working check-in" service to help all users to access services from home.

9. VIRTUAL COMMITTEE MEETINGS

9.1. Following the start of the lockdown and the provisions made through emergency legislation, work has taken place to establish virtual meetings for the Council. This work was undertaken collaboratively by a group of officers from ICT, Policy & Partnerships and Legal & Governance Services and involved much more than delivering a technical IT solution. It involved exploring and testing new meeting protocols and required all concerned to change the way meetings operate to suit online working.

9.2. At the time of writing, approximately 30 meetings have now been successfully delivered online, recorded and livestreamed. Some meetings, notably the scrutiny commissions and Planning Sub-Committees have attracted record numbers of viewers and participants. More than 100 people viewed the most recent Health in Hackney scrutiny commission meeting.

9.3. The Member Reference Group concluded that online committee meetings have been a resounding success. We are continuing to use Google Meet as the platform for delivering these meetings but are also exploring how features of other platforms such as Zoom might be of benefit for large, community oriented meetings.

Rob Miller, Director of ICT

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Financial considerations: Dawn Seers
Legal comments: Louise Humphreys

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.