Hackney

MEMBERS USE OF ICT | 10TH ANNUAL REPORT	
STANDARDS COMMITTEE **13 July 2021**	**CLASSIFICATION:** **Open**
WARD(S) AFFECTED **All Wards**	
Group Director Ian Williams, Acting Chief Executive and Section 151 Officer	

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 2020 calendar year
- Delivery of Data Protection training for Members
- Members' ICT provision
- Continuation of virtual committee meetings (including live streaming for public viewing) and the move to hybrid committee meetings in response to the Covid-19 pandemic
- Impacts on Members' use of ICT due to the cyberattack of October 2020

2. RECOMMENDATIONS:

2.1. That Standards Committee is invited to:

- Note the update on Members' use of ICT, Data Protection training and provision of ICT equipment for Members
- Note the continued use of virtual committee meetings and live streaming, and the steps being taken to support hybrid committee meetings
- Note the update re: impacts of the cyberattack on Members' use of ICT

3. MEMBERS' USE OF ICT DURING THE 2020 CALENDAR YEAR

3.1. 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.

3.2. 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).

3.3. Members have been provided with access to the Council's email and productivity systems (based on the Google Workspace service).

3.4. 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.

3.5. 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.

3.6. There were no incidents relating to Members' use of the Council's ICT systems recorded during the 2020 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**		

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			
2020	0	0	0	0	N/A	N/A	0
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

4. DATA PROTECTION GUIDANCE FOR MEMBERS

4.1. 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.

4.2. 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.

4.3. An adapted version of the Council's online Data Awareness Training is provided to cover Members' responsibilities and the contexts in which they handle personal data. The majority of Members have completed this training with a small number (5) outstanding due to disruption to in-person training as a result of the Covid-19 lockdown. Arrangements are being made to complete this training and deliver the training to new Members elected in the May 2021 by-elections.

4.4. 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.

5.   MEMBERS' ICT PROVISION

5.1. 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 and where needed are able to access the Council's telephony service using web access / a mobile app.
- Members have been allowed to retain legacy devices provided there is no ongoing cost to the Council, but old devices are not supported and the Council does not provide printer consumables.

Services

- Members are provided with access to email, calendar and Committee papers.

Support

- Members are provided with ICT support services. These have been adapted in response to the Covid-19 lockdown and include a "home working check-in" service to help all users access services from home.

5.2. Officers will work with the Members' Reference Group to consider arrangements for Member ICT provision following the local elections scheduled for May 2022.

6. VIRTUAL COMMITTEE MEETINGS

6.1. Following the introduction of the first Covid-19 lockdown steps were taken quickly to enable committee meetings to be carried out online, using the Council's Google Meet service.

6.2. Following initial pilots during April and May 2020, a total of 181 meetings have been successfully delivered online, recorded and live streamed between 1 June 2020 and 30 June 2021. Recordings of meetings have subsequently been published on the Council's YouTube channel.

6.3. With effect from 7 May 2021 temporary regulations which allowed for online committee and Council meetings expired and the majority of meetings held by the Council have had to resume in a physical location. Officers have worked to put arrangements in place, including interim provision of audio / visual equipment to enable continued recording and livestreaming of meetings and remote access (although Members are not able to vote remotely and need to attend in person to be counted as having attended the meeting).

6.4. Officers are investigating options for longer term support of hybrid meetings, including quotations for upgrades to the audio / visual equipment that would improve the experience of hybrid meetings. This would require funding to be identified and funding bids will be produced in due course once the assessment of options and quotations is complete.

7. IMPACTS OF THE CYBERATTACK ON MEMBERS' USE OF ICT

7.1. In October 2020 the Council was the victim of a serious cyberattack, which affected the Council's 'legacy' internally hosted systems.

7.2. The Council had already set a strategy of moving to use of modern, 'public cloud' services, which provide industry leading security protections. This includes the Council's Google Workspace service, which was not affected by the cyberattack.

7.3. The Moderngov system used for publication of Council and committee papers was, however, affected and has been offline since the attack. The Council's Governance team has made sure that meeting papers are published online via the Council's website using Google Drive.

7.4. Work to restore the Moderngov system (hosted by the supplier) is now close to completion. This will restore historic committee papers and the normal processes for publishing committee papers.

7.5. Some Members have reported concerns re: phishing emails and text messages being received since the cyberattack. Sadly, this reflects a rapid growth in cyber fraud in general. The ICT support team investigate cases when reported and have not yet identified any instances where there has been evidence of a security issue with the Council's systems.

8. COMMENTS OF THE GROUP DIRECTOR, FINANCE AND CORPORATE RESOURCES

8.1. This report seeks the Standards Committee to note the update with regards to Members' use of ICT.

8.2. Costs of any committed upgrades are expected to remain within the approved budget.

8.3. Costings are being developed for any further upgrades required to ICT and audio / visual equipment required to support longer term use of hybrid meetings. These are not yet funded and funding will need to be identified once estimates are complete.

9. COMMENTS OF THE DIRECTOR OF LEGAL AND GOVERNANCE SERVICES

9.1. 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.

APPENDICES

None

BACKGROUND PAPERS (as defined by Local Government (Access to Information) Act 1985)

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

Report Author	Rob Miller, Strategic Director Customer & Workplace rob.miller@hackney.gov.uk Tel: 020 8356 2600

Comments for the Group Director of Finance and Corporate Resources	Ian Williams, Acting Chief Executive and Section 151 Officer Ian.williams@hackney.gov.uk Tel: 020 8356 3033
Comments for the Director of Legal and Governance Services	Louise Humphreys Head of Legal and Governance Services louise.humphreys@hackney.gov.uk Tel: 020 8356 4817