

Members Use of ICT 11th Annual Report	
Title of Report	Members Use of ICT 11th Annual Report
For Consideration By	Standards Committee
Meeting Date	12 July 2022
Classification	Open
<u>Ward(s) Affected</u>	All Wards
<u>Group Director</u>	Ian Williams, Group Director, Finance & Corporate Services

1. Introduction

- 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 2021 calendar year
 - Delivery of Data Protection training for Members
 - Members' ICT provision
 - Continuation of hybrid committee meetings (including live streaming for public viewing)
 - Recovery of the committee papers system following the serious, criminal 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 2021 calendar year

- 3.1. Hackney Council's Member Code of Conduct (as applicable during the 2021 calendar year) 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 cyber security team for investigation and follow up.
- 3.6. There were no incidents relating to Members' use of the Council's ICT systems recorded during the 2021 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			
2021	0	0	0	0	N/A	N/A	0
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. Arrangements are being made to provide this training to all new and returning members (as a refresher).
- 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. Members are provided with the following ICT equipment and support:

Equipment

- Members are offered a choice of a Chromebook or an iPad Pro (11" or 12.9") with keyboard and case.

Services

- Members are provided with access to the Council's Google Workspace tools (including email and calendar) and Committee papers system.

Support

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

- 5.2. Following the local elections in May 2022, arrangements have been made to ensure that new members are provided with the equipment and access they need, and know how to access ICT support.

6. Virtual committee meetings

- 6.1. Following the ending of temporary regulations allowing online committee and Council meetings in May 2021, the Council has continued to operate 'hybrid' meetings using the Council's Google Meet service. Participants are able to join online and meetings livestreamed on the Council's YouTube channel.
- 6.2. As reported in the previous report, between 1 June 2020 and 30 June 2021 181 online and hybrid meetings were held. A further 158 meetings were held between 1 July 2021 and 29 June 2022.
- 6.3. Further work has taken place to improve the video meeting facilities and officers are investigating options for additional longer term upgrades. This would require funding to be identified and funding bids will be produced in due course.

7. Impacts of the cyberattack on Members' use of ICT

- 7.1. The Council's work to recover from the serious criminal cyberattack of October 2020 included recovery of the mod.gov committee papers system.
- 7.2. This has now been completed and the Council's committee schedule and agendas are now available. This includes historic agendas and papers that were held on the system before the attack.

8. Comments of the Group Director of Finance and Corporate Resources.

- 8.1. This report seeks the Standards Committee to note the update with regards to Members' use of ICT, including changes as a result of Covid and the impact of the cyber attack.
- 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. Any proposed upgrades will be subject to the identification of funding and appropriate budget approvals.

9. Comments of the Director of Legal, Democratic and Electoral Services

- 9.1. The applicable 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.

9.2. There are no immediate legal implications arising from this report.

Appendices

None

Background documents

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

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