



PART B:	RECOMMENDATIONS TO COUNCIL
REPORT TO:	POLICY AND RESOURCES COMMITTEE
DATE:	14 FEBRUARY 2013
REPORT OF THE:	COUNCIL SOLICITOR - ANTHONY WINSHIP HEAD OF HEALTH AND ENVIRONMENT – PHIL LONG
TITLE OF REPORT:	MEMBER INFORMATION AND COMMUNICATION
WARDS AFFECTED:	ALL

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

- 1.1 To review arrangements for Member information and communication in the light of changes to security compliance requirements, and also, as part of this review, to consider the need to replace IT equipment and consider options for paperless meetings.

2.0 RECOMMENDATIONS

- 2.1 That Council be recommended to approve that:
- (i) all Members must use Ryedale issued equipment and Ryedale email addresses for transacting Council business electronically with effect from 1 October 2013;
 - (ii) subject to sufficient funding being identified, the Members of the Overview and Scrutiny Committee pilot the use of hybrid laptops for all Council meetings they attend during 2013; and
 - (iii) a report on the pilot to be considered by Council in January 2014, with a view to full implementation for all members on or before the start of the 2014/15 civic year.

3.0 REASON FOR RECOMMENDATIONS

- 3.1 (i) To meet security and data protection compliancy requirements, removing a significant risk.
- (ii) To provide replacement equipment which is both secure and portable, with a wide range of functionality, and remove current inefficiencies involved in supporting many different products.

- (iii) To support the delivery of the financial and environmental benefits associated with paperless meetings.

4.0 SIGNIFICANT RISKS

- 4.1 GCSX compliancy – The GCSX (Government Connect Secure Extranet) is a secure, private network. All local authorities in England and Wales and other public sector organisations that have a requirement for sharing information securely with local and central government departments are currently connected to GCSX. Not using it would compromise the ability to deliver key services, particularly within Revenues and Benefits in their ability to communicate with the DWP. Annual compliancy testing is undertaken by the GCSX to ensure that our local network infrastructure meets the increasingly strict GCSX security guidelines with ad-hoc compliancy assessments possible at any time in between. All of which can attract considerable financial penalties for Ryedale, as demonstrated elsewhere. Compliancy requirements, relating to the Code of Connection (CoCo) for the Department of Work and Pensions (DWP), have recently been tightened and the Council will at some point be inspected in regards to its compliancy.

- 4.2 Compliancy and data protection issues to be addressed around a number of areas of Members IT provision:
 - (i) Ryedale.gov.uk email addresses must not be auto-forwarded to a non-Ryedale email address under any circumstances.
 - (ii) Connectivity into the Ryedale network should be undertaken using a Ryedale issued device only.
 - (iii) Members not using the Council remote working connection are putting themselves and the Council at risk by storing Council data on their 'local' machines.
 - (iv) Connecting to 'public' wifi access points with mobile devices is not recommended, Mobile connectivity should be provided using closed network 3G instead.
 - (v) Council issued equipment must be used only for Council business.

- 4.3 Reputational risk around data protection breaches is high and the financial penalties issued are increasing, some being as much as £0.5m. Additionally failure to comply with CoCo and other data protection requirements could result in the removal of the link to the DWP, preventing the authority from undertaking its benefits function and also the proposed new electoral registration function, when individual registration is introduced from 2014 onwards.

Case Study 1. Worcestershire County Council fined £80,000 for an incident in March 2011 where a member of staff emailed highly sensitive personal information about a large number of vulnerable people to 23 unintended recipients. The Council failed to take appropriate measures to guard against the unauthorised processing of personal data. The council had also failed to properly consider an alternative means of handling the information, such as holding it in a secure system that could only be accessed by members of staff who needed to see it.

Case Study 2. Cheshire East Council fined £80,000 after it failed to use a secure mail system to pass on sensitive information. The breach occurred in May 2011 and involved a member of the council team sending an email to a voluntary worker on her personal email account, rather than using the councils secure system. While the employee at the council may have believed they were acting in good faith, a lack of training and appreciation of data protection regulations forced the data watchdog to issue the fine.

- 4.4 As the proposed approach in this report represents a considerable change to the way of working for Members, to mitigate against risk it is essential that adequate testing and training takes place and that the implementation of change is not rushed. The timescales proposed represent a flexible and pragmatic plan for the pilot to ensure the approach is the right one, facilitating compliance and supporting adaptation by Members.

5.0 POLICY CONTEXT AND CONSULTATION

- 5.1 The relevant policy context is the national security compliance requirements set out in the Code of Connection for the DWP, and the data protection requirements set out in the Data Protection Act 1998 and the Council's Data Protection Policy and other related policies.
- 5.2 The financial and environmental benefits of a move to paperless meetings support corporate aim 3 (to have a high quality, clean and sustainable environment) and corporate aim 5 (to transform Ryedale District Council).
- 5.3 There have been two meetings with the Group to discuss the approach to the issues outlined in this report and to demonstrate equipment. Separate meetings and discussions have also taken place with the Member Champion for IT.

REPORT

6.0 REPORT DETAILS

- 6.1 The tightening of security and data protection compliance requirements is a key driver for a review of Member information and communication. In order to comply with these requirements and avoid the risks detailed in section 4 of this report, all Members should use Ryedale issued equipment and Ryedale.gov.uk Email addresses to undertake all Council related business. This would in turn provide the following enhanced functionality for all Council Members:
1. Provides Members with access to Office 2007 enabling full compatibility with documents produced by the Council.
 2. Access to the Council's intranet, including exempt committee papers.
 3. Secure storage and back up of Members' data.
- 6.2 Additionally the current Member IT equipment is nearing the end of its lifespan and is due for replacement. The specification of equipment used by Members varies considerably, making support from the IT Helpdesk time consuming and sometimes inefficient. Standardisation would address this enabling a more efficient Help Desk

service to members. Similar issues exist with printers and print cartridges.

6.3 There are three basic options relating to renewal of hardware:

(i) Laptop

This is the most cost effective and robust option providing the opportunity to develop mobile and paper free working options.

(ii) Tablet – Touch screen device

This option offers the greatest portability with an increasing number of devices available and a rapidly changing market. This type of device is the most portable but the lack of a traditional keyboard (all input is undertaken using the touch screen) may restrict everyday usability.

(iii) Laptop Hybrid – Touch screen device with traditional keyboard

The hybrid laptop option, consisting of a tablet style touch screen with detachable traditional keyboard has the benefits of portability and up to 10 hours battery life. The addition of a traditional keyboard will enable full functionality for use with email and Microsoft Office.

It is the Windows 8 based hybrid laptop option which is recommended. The overall cost of each option is very similar, with a £650 budget per member, covering the investment in hardware, software and associated warranty.

6.4 There are connectivity considerations, no cost would be involved for connectivity of WIFI enabled devices (ie any of the hardware options) at Ryedale House or from Members' homes where personal wireless broadband arrangements are already in place. If mobility is a key factor, connectivity away from the above locations would incur an additional cost of £120 per year, per Member.

6.5 The replacement of equipment also provides the opportunity to allow Members to consider moving to a paperless approach to meetings. In the financial year 2011/12, £13,648 was spent on printing agendas and £2,084 on postage. Therefore even a partial move to paperless meetings would deliver financial savings.

6.6 In addition there are environmental benefits associated with this proposal. Approximately 3,410,000 sheets of paper were used for Council and committee papers in 2011/12 (1,364 boxes), so there would be a significant impact on paper use. Ink for the printers in reprographics is included as part of the service and support contract with the suppliers, rather than purchased separately, but toner cartridges would last 13% longer if all meetings went paperless as Council and committee agendas accounted for 13% of the copying carried out in 2011/12. An energy saving would also be achieved from the use of hybrid laptops rather than printing and postage of hard copy agendas. These devices use the latest Intel Atom processor which is particularly low in energy use and lends itself to the extended battery life seen in these machines. In addition where agendas are recycled after use, rather than retained, there would be a further energy saving.

6.7 Hybrid laptops would be used to facilitate the paperless meetings, with links to the agendas and reports being emailed to Members and officers when the documents are published online, through the modern.gov committee management system. Exempt documents could only be accessed by individuals with specific enhanced permissions, managed as part of the back office part of this system. A username and password would be required to enable access and maintain security.

6.8 Before any move to paperless working, a significant amount of set up and testing work would need to take place, both with the modern.gov system and the devices themselves. Additionally there would need to be extensive training for Members and officers around use of the new hybrid laptops, the use of Microsoft Office 2007 and how to use the devices for paperless meetings. Therefore it is not feasible for this to go live at the start of the 2013/14 financial or municipal year. Group Leaders proposed that the Overview and Scrutiny Committee pilot the use of hybrid laptops for paperless meetings and this could take place during 2013, with the possibility of going live across the board on or before the start of the 2014/15 Civic year.

7.0 IMPLICATIONS

7.1 The following implications have been identified:

a) Financial

An estimated cost for purchasing a hybrid laptop for each Member would be £650. The total cost would be £20k. At this time there is no budgetary provision. The 2013/2014 draft budget being considered by this Committee and then Council on the 26 February 2013 includes revenue funding to enable this project to go forward.

Recurrent savings could be delivered in relation to printing and postage costs. These would depend on how Members are provided with meeting papers.

b) Legal

It is essential for the Council to fully comply with security compliance requirements. A breach of these duties exposes the Council to significant risk.

c) Other (Equalities, Staffing, Planning, Health & Safety, Environmental, Crime & Disorder)

There are no equalities implications associated with the proposals. Adaptive equipment could be provided for anyone requiring it.

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Background Papers:

None