
REPORT TO:	OVERVIEW and SCRUTINY COMMITTEE	AGENDA ITEM: 6
DATE OF MEETING:	7th SEPTEMBER 2016	CATEGORY: RECOMMENDED
		OPEN
REPORT FROM:	DIRECTOR OF FINANCE & CORPORATE SERVICES	
MEMBERS' CONTACT POINT:	KEVIN STACKHOUSE (01283 595811) Kevin.stackhouse@south-derbys.gov.uk	DOC: u/ks/IT/members IT review 2016/progress report to scrutiny sept 16
SUBJECT:	A REVIEW OF iPad PROVISION FOR ELECTED MEMBERS	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: Article 6 of the Constitution

1.0 Recommendations

- 1.1 That the feedback from Member consultation on current iPad provision is considered and the suggested areas for improvement are reviewed.

2.0 Purpose of the Report

- 2.1 To provide feedback from a consultation exercise undertaken with Members regarding the current use of iPads. This is in accordance with the Committee's approved work programme for 2016/17 to review IT provision for Members.

3.0 Detail

Background

- 3.1 In October 2013, all Members of the Council were equipped with iPads. This followed a review of ICT provision for Members where several options were considered.
- 3.2 The primary reason for introducing iPads was to provide an E-committee solution to enable Members to access Committee agendas and other documentation electronically.
- 3.3 Following implementation, this reduced the amount of printed material associated with the Committee system and saved the Council approximately £25,000 per year in the cost of paper, printing and postage/courier services.
- 3.4 The initial cost of the iPads was approximately £20,000 and this was financed from the IT reserve. A provision for future replacements is included in the IT replacement programme.

- 3.5 The iPads were supplied to allow Members to access Committee documentation and e-mails, together with internet access for Council business.
- 3.6 Consultation at that time found that there was little need or appetite for additional functionality regarding, for example, Microsoft Office to be included on the devices. The specification of the current iPads was determined on that basis.

Current Situation

- 3.7 Generally, the use of iPads has been welcomed and they appear to be well used. There have been some issues raised regarding training, the ease of accessing documents in some cases and whether they are being used to their full potential.
- 3.8 Over the last 3-years, there have been a handful of requests to have spread sheet and word functionality added to iPads. The current specification of the devices makes this prohibitive on a technical basis. As stated earlier, this is because the devices were purchased and equipped primarily for reading documentation and internet access only.
- 3.9 Consequently, the Committee have agreed to review the current use of iPads and how their use could potentially be improved.

Consultation

- 3.10 To inform this process, a short questionnaire was sent to all Members which asked for responses on:
- What do you use your iPad for at present?
 - How do you think the current provision could be improved?
 - What would make the iPads easier to use and enable you to use them more often?
 - Do you currently use the webmail link to access your Council emails on your own computer and if so, do you feel that this is easier than accessing emails via the iPad?
- 3.11 About a 1/3 of Members submitted responses. From these responses, all confirmed that the iPads were used as intended, i.e. for accessing documentation and emails. Some Members also indicated they had used the camera facility for taking photographs in connection with matters raised in their wards, although other Members indicated that their personal phone was more convenient.
- 3.12 Several Members indicated that they use the webmail link and access emails on their own computer as it is generally easier, in particular for viewing

attachments. Some comments indicated that dealing with emails on the iPad was cumbersome.

3.13 Several suggestions were made for improvement and some comments were made regarding frustrations when using the devices. These points are summarised below:

- Could greater use be made of a Calendar function so that Council meetings and appointments, etc. can be viewed on the iPad?
- Having to re-type email addresses once they are known is a frustration and contacts cannot be easily saved.
- More training generally was a matter flagged up by several Members.
- Two Members specifically asked if Microsoft Word could be added onto the iPad.
- There were a couple of responses asking whether a smaller and more up-to-date device with more functionality could now be used.
- There was also a request to link the iPad back to the desktop where folders are stored on the Council's network.

3.14 Given this feedback, the Council's ICT service providers are undertaking a review to determine what options are available to improve the use of the ipads for Members along the lines suggested, together with what additional support and guidance can be provided. This will be reported to the next meeting of the Committee.

4.0 Financial Implications

4.1 None

5.0 Corporate Implications

5.1 None

6.0 Community Implications

6.1 None.

7.0 Background Papers

7.1 None