



ICT Protocol for Members

Introduction

The Council is committed to the development of e-democracy and is working to increase the range of information which is available to Councillors electronically and to enable Councillors to conduct more of their business digitally. It is the intention of the Council that all Members have access to a portable ICT device that is capable of allowing access to Committee agendas without the need for paper. The Council is also looking for efficiencies and these are most achievable in this way of working. However in this constantly moving electronic environment, it is important that the security of the Council's information is protected and that the expectations set out by Government and the Council are followed. This Protocol aims to include the present and some future arrangements and addresses the following :-

- Council's Corporate Policy for Information Security
- Data Protection when dealing with ward work
- Email for Members
- Provision, security and use of Council ICT Equipment including use of own ICT equipment
- Paperless Committees
- ICT Support for Members
- ICT Training for Members

1. Corporate Policy for Information Security

The Council has a Corporate Policy for Information Security that has been approved by the Policy, Finance and Administration Committee. This policy is appended at Annex 3.

The Council's Corporate Policy sets out the objectives as being to protect the Council's hardware, systems, software and ensure service continuity. It is compliant with legislation and puts data security as a high priority. The policy is aimed at staff use of ICT and software. However the Corporate policy sits alongside this Protocol as Members need to have the same awareness as staff around security of information. The Melton User Security document gives the key points in maintaining ICT security and this ensures that Members and Officers of the Council work to the same standards.

2. Data Protection when dealing with ward work

The Information Commissioner's Office Guidance for Elected and Prospective Members of Local Authorities sets out the Information Commissioner's view that Elected Members should have their own individual Data Protection Registration

for their ward work, where this involves the processing of personal data, for example, when handling details relating to their constituents in case work.

The Information Commissioner's view is that Elected Members are only covered by a Local Authority's own Registration where those Members are carrying out duties as Members of Committees, Sub Committees or Task Groups.

Elected Members who are Members of Political Parties are covered by their Party's Registration when processing personal data for party purposes.

Arrangements will be put in place for the collective registration of Elected Members annually, through the Registration form provided by the information Commissioner's Office.

3. Email for Members

Currently all Members of the Council are provided with an '@melton.gov.uk' email address in the format of first name initial then surname@melton.gov.uk (eg. jsmith@melton.gov.uk). This email address is used to capture Council related emails which are then forwarded to the Councillor's private email account.

Members must take full responsibility for managing their own Council email account in accordance with the Council's Information Security Policy.

The Council will publish the Councillor's Council email address on the Councillor's own web page and in various Council publications.

Council staff are aware that confidential information and exempt reports etc are not to be sent to private Councillor email accounts.

Secure email

As the current arrangements are not considered secure in terms of receiving personal information and are not in accordance with government guidelines, the Council is to trial a new method of secure emails for Members which will reflect best practice with regard to ICT security and data protection compliance, with a view to taking advantage of technological options that are now available.

This new method of accessing emails will also help to address the circumstances of Councillors who are 'dual hatted' Members, serving both as Borough and County Councillors as they will not need multiple devices to access their email.

Using this new method, access to key services such as electronic mail and Committee papers can be from a wide range of devices via the government approved cloud based software, Office 365, details as follows :-

Office 365

Subject to a successful trial, it is proposed Melton Borough Council will be migrating Councillor Email addresses to a hybrid configuration of Office 365. This will enable Melton to provide secure '@melton .gov.uk' email addresses to all Councillors without the need to log on to a full Council

Desktop. The solution offers flexibility as well as maintaining the '@melton.gov.uk' email address. The following link provides more details <https://products.office.com/en-gb/business/office-365-business-email-and-shared-calendar-services>

Subject to a successful trial and Committee approval, it is proposed that this service will be available in Autumn 2016.

4. Provision, Security and use of Council ICT Equipment

The Council will provide Councillors with a laptop or ipad to facilitate the performance of their duties as Councillors and an ICT request form is available within the Councillor Introduction Pack and at Annex 2. The use of a laptop or ipad is an essential tool for Councillor and can make their role much more effective. This Protocol sets out the conditions on which a laptop or ipad is provided to minimise any risks both to the Council and to individual Councillors.

Each Councillor is to sign the form appended to this Protocol at Annex 1 as a condition of being provided with a laptop or ipad and must comply with the terms of this Protocol. The following conditions also apply to the use of the device :-

- its use is primarily in connection with the Member's responsibilities as a Councillor
- Members must follow this Protocol and the Council's ICT Security Policy
- Members are minded to use the laptop or ipad in Committees and sign up to the *E-Summons for delivery of agendas (*there is recent legislation that supports the delivery of an electronic summons to a Committee meeting in place of a hard copy agenda, subject to the consent of the Member)
- The Councillor is responsible for ensuring the continued security of any confidential information which they receive, including the security of any storage of such information on the laptop or ipad. The Councillor is reminded of their obligations under the Council's Code of Conduct for Councillors not to disclose such confidential information to any third party.
- If any of this information is personal information relating to individuals, the unauthorised processing or disclosure of such information is prohibited under the Data Protection Act and the Councillor is responsible for ensuring that there is no such unauthorised disclosure from the laptop or ipad
- The Council is prohibited from publishing any material of a party-political nature. If the Councillor uses the laptop or ipad for the preparation of any material of such nature, they must make it clear that such material is published in a private capacity and not by or on behalf of the Council, and that no costs have been incurred by the Council as a consequence of its publication
- The Council reserves the right to inspect the laptop or ipad at any time. The Councillor is required to give Council officers access at any reasonable time for such inspection and audit, which may be undertaken remotely and without

notice to the Councillor. Councillors are advised that the laptop or ipad includes a history file which records its use, and particularly any websites which it has accessed

- The Councillor is required to return the laptop or ipad to the Council upon ceasing to be a Councillor

Any breach of the Protocol will be regarded as a breach of the Members' Code of Conduct. The Code particularly states that resources should not be used improperly.

Security for the laptop/ipad

The laptop or ipad is insured by the Council and to meet the terms of the insurance, the Councillor shall accept responsibility for the safe-keeping of the laptop or ipad.

The Councillor shall make reasonable arrangements for the safe-keeping of the laptop or ipad.

The Council's laptop or ipad Protocol only covers travel to England, Wales and Scotland. Therefore if a Councillor is to take the laptop or ipad further afield then they will need to ensure the laptop or ipad is covered by their own travel insurance policy.

If the laptop or ipad or any Council property is left in an unattended vehicle then

- All the doors, windows and other means of access should be secured and locked
- All keys of the vehicle must be removed to a place of safety
- The property is placed in the boot of the vehicle or is otherwise out of sight

Use of personal ICT equipment

For those Councillors who wish to continue to use their own ICT equipment, it is expected that this will be sufficient to sign up for the E-Summons and be able to take part electronically in Committees. The Council is not able to insure or take responsibility for a Member's personal ICT equipment.

The same responsibility lies with the Councillor who uses their own equipment in that they are responsible for ensuring the continued security of any confidential information which they receive, including the security of any storage of such information. The Councillor is reminded of their obligations under the Council's Code of Conduct for Councillors not to disclose such confidential information to any third party.

If any of this information is personal information relating to individuals, the unauthorised processing or disclosure of such information is prohibited under the Data Protection Act and the Councillor is responsible for ensuring that there is no such unauthorised disclosure from their own ICT device.

5. Paperless Committees

The Council is intending to subscribe to dedicated Committee software called Modern.gov. This software will streamline Committee administration and enable an email link to be sent to Councillors containing the agenda, reports etc in one pdf document for each meeting. Also the software includes a secure app which can be downloaded to an ipad and this also will receive an ipad-friendly document for scrolling up and down and annotating the agenda and papers at Members' convenience. Also once the agenda has been downloaded, wifi will not be needed when using the 'agenda pack' in a meeting.

When there are exempt papers, the Councillor will be sent a private pack of documents which will include the exempt reports that will not be publicly available.

To enable Committees to be run electronically, there is recent legislation that supports the delivery of an electronic summons to a Committee meeting in place of a hard copy agenda, subject to the consent of the Member. Therefore this policy requests Members to sign up for the E-Summons in readiness for the introduction of paperless meetings.

Due to the introduction of this software and the new legislation, there is the opportunity for Committees to be run electronically and without paper. This will create budgetary savings on the committee paper production process of photocopying, stationery, postage etc. Other Councils have already successfully taken this route.

6. ICT Support for Members

The Council is able to provide technical support to those Members who have been provided with Council equipment.

The contracted service level agreement with the ICT provider is 11 hours for a fault and 5 days for a standard change. Requests for support can be logged with the off site service desk where they are available to take telephone calls between 7:30 and 18:00 hours Monday to Friday and 08:00 to 12:00 on Saturday mornings – 08000 55 65 07.

Hardware maintenance and support for Members will be provided from the Council Offices. For maintenance / support services, a Councillor must return equipment to these locations.

When a Member requests support, every effort will be made to respond quickly

For those Members who have their own equipment, in the majority of cases, it is the Member's responsibility to have appropriate support arrangements. The Council is not able to provide support to the wide range of hardware and software configurations that are available.

7. ICT Training for Members

ICT training is available for Members upon request and there is a budget for this purpose.

There will be an Induction programme for the introduction of paperless Committees included ICT training, which will cover the Modern.gov app, wifi connection, setting up ipads/laptops etc.

The Member Development Steering Group lead on the Annual Training Programme for Members and this is informed by the results of 121 meetings to assess individual Member training needs as well as individual requests for specific training.

Appendices

- Annex 1 Councillor Commitment Form (see below)
- Annex 2 Councillor ICT Request Form (see below)
- Annex 3 Corporate ICT Security Policy (separately appended)

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Approved by Full Council – 17 July 2013

Revised version approved by Full Council – 22 April 2015

Revised draft - June 2016

ICT Protocol for Members

Councillor Commitment Form

Name :	
ICT Service Agreement I have read and understood the 'ICT Protocol for Members' and I will adhere to this Protocol and the Council's Corporate ICT Security Policy.	
Signed :	Date :
* Receipt of laptop or Ipad I accept delivery of a * laptop / ipad provided by Melton Borough Council to carry out my role as a Councillor	
Signed :	Date :
* Use own ICT equipment I intend to use my own ICT equipment to carry out my role as a Councillor	
Signed :	Date :
E-Summons I agree to receive an E-Summons of Full Council, Committee and Sub Committee agendas in place of paper copies	
Signed :	Date :

*Delete where not applicable

Office use :

ICT Device type, serial number etc	
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Councillor ICT Facilities

For many years, the Council has provided Members with ICT facilities to assist with their Council roles. This has included the direct provision and support of hardware (e.g. netbook or laptop); software (Microsoft Office); and general technical assistance. Following the requirement for Local Authorities to conform to the Government Connect's Code of Connection (CoCo) and the additional security that this entails, Councillors have found the ICT provision overly cumbersome and difficult to use. To address this, Members will now also have the opportunity to receive an Ipad which simplifies access to emails and information whilst maintaining security.

How to proceed

To proceed, Members should in the first instance, complete the attached form indicating their IT preferences and return it to :-

Communications Admin
Parkside
Melton Borough Council

Upon receipt of a signed form, arrangements will be made to provide the equipment. Where Councillors wish ICT to procure the equipment, orders may be "batched" together to obtain the best price; and so on occasion there may be a slight delay in procurement.

If you have any further questions please do not hesitate to Contact Mike Dungey on 01455 255624 / michael.dungey@hinckley-bosworth.gov.uk

MELTON BOROUGH COUNCIL



Members' ICT Scheme

1. ICT Equipment (please tick ONE option)

I am happy to retain the current Laptop

I wish to provide my own equipment

I would like MBC ICT to provide me with
Or Laptop
Ipad

2. ICT Protocol & Computer Security Policy

On receipt of ICT equipment, you will be required to sign the ICT Protocol for Members and the Corporate ICT Security Policy.

Name	
Signature	Date:

Standard Equipment

<p>Specification</p> <p>Tablet – IPAD2</p> <p>32Gb Storage Wifi and 3G</p> <p>Cost £ 399</p>	
<p>Laptop - HP</p> <p>Core i5 Processor 4Gb Memory 500Gb Hard Drive Wifi</p> <p>Windows 7</p> <p>Cost £ 479</p>	