

Overview and Scrutiny Committee



St Edmundsbury
BOROUGH COUNCIL

Title of Report:	Annual Report by the Cabinet Member for Resources and Performance	
Report No:	OAS/SE/19/007	
Report to and date:	Overview and Scrutiny Committee	13 March 2019
Portfolio Holder:	Councillor Ian Houlder Cabinet Member for Leisure and Culture Tel: 07970 - 729435 Email: ian.houlder@stedsbc.gov.uk	
Lead officers:	<p>Kevin Taylor Service Manager (ICT) Tel: 01284 757230 Email: kevin.taylor@westsuffolk.gov.uk</p> <p>Greg Stevenson Service Manager - Finance and Performance Tel: 01284 757264 Email: Gregory.stevenson@westsuffolk.gov.uk</p> <p>Christine Brain Democratic Services Officer (Scrutiny) Tel: 01638 719729 Email: Christine.brain@westsuffolk.gov.uk</p>	
Purpose of report:	<p>As part of the "Challenge" role, Overview and Scrutiny are asked to consider the roles and responsibilities of Cabinet Members. It is part of the Scrutiny role to "challenge" in the form of questions.</p> <p>Therefore, to carry out this constitutional requirement, at every ordinary Overview and Scrutiny meeting at least one Cabinet Member shall attend to give an account of his or her portfolio and answer questions from the Committee.</p>	

Recommendation:		<p>Members of the Committee are asked to question the Cabinet Member for Resources and Performance on his portfolio responsibilities, and having considered the information, the Committee may wish to:</p> <p>1) Make recommendations to the Cabinet Member for Resources and Performance for his consideration; OR</p> <p>2) Request further information and / or receive a future update; OR</p> <p>3) Take any other appropriate action as necessary.</p>	
Key Decision: <i>(Check the appropriate box and delete all those that do not apply.)</i>		<p><i>Is this a Key Decision and, if so, under which definition?</i></p> <p>Yes, it is a Key Decision - <input type="checkbox"/></p> <p>No, it is not a Key Decision - <input checked="" type="checkbox"/></p>	
Consultation:		<ul style="list-style-type: none"> N/A 	
Alternative option(s):		<ul style="list-style-type: none"> N/A 	
Implications:			
Are there any financial implications? <i>If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> •	
Are there any staffing implications? <i>If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> •	
Are there any ICT implications? <i>If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> •	
Are there any legal and/or policy implications? <i>If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> •	
Are there any equality implications? <i>If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> •	
Risk/opportunity assessment:		<i>(potential hazards or opportunities affecting corporate, service or project objectives)</i>	
Risk area	Inherent level of risk (before controls)	Controls	Residual risk (after controls)
	Low/Medium/ High*		Low/Medium/ High*
None			
Wards affected:		All	
Background papers:		None	
Documents attached:		None	

Key issues and reasons for recommendation(s)

1. Background

- 1.1 As part of its "Challenge" role, the Overview and Scrutiny Committee is asked to consider the roles and responsibilities of Cabinet Members. To carry out this constitutional requirement, at every ordinary Overview and Scrutiny meeting at least one Cabinet Member shall be invited to give an account of his or her portfolio and to answer questions from the Committee.
- 1.2 Last year, on 7 March 2018, Councillor Ian Houlder, Cabinet Member for Resources and Performance attended this committee and presented a report which summarised the areas of responsibility covered under her portfolio.

2. Scrutiny Focus

- 2.1 At this meeting, the Cabinet Member for Resources and Performance, Councillor Ian Houlder has been invited to the meeting and asked to prepare a report which answers the following specific question(s) identified by committee members as being relevant to the resources and performance portfolio:
 1. **ICT:** What efforts are being made by ICT to ensure that immediately post-election May 2019, newly elected Councillors receive their IT equipment (or at least an ability to access council emails) ASAP?
 2. **ICT:** What plans are there for re-elected Councillors to be migrated to the new "westsuffolk.gov.uk" domain post April 2019 without any requirement for everybody to return their hardware for upgrade?
 3. **ICT:** What efforts are being made to allow Councillors to use their own hardware, in particular tablets, for access to the westsuffolk.gov.uk domain and file servers as has been done by many private companies operating a much more secure environment including use of VPN or similar technology? Or, if no such plans, what is being put into place for updated, and suitably resilient systems that are not prone to failure (in either hardware or software) considering the remote location of the users?

3. Response to Key Questions Set out in the Scrutiny Focus (Section 2 above)

- 3.1 **ICT:** What efforts are being made by ICT to ensure that immediately post-election May 2019, newly elected Councillors receive their IT equipment (or at least an ability to access council emails) ASAP

ICT have procured a number of devices in advance to support newly elected councillors and are arranging (with Democratic Services sessions to handover kit to newly elected Councillors post-election. New email

addresses (for new councillors) will be created prior to equipment collection. Existing email addresses are referenced below.

3.2 **ICT:** What plans are there for re-elected Councillors to be migrated to the new "westsuffolk.gov.uk" domain post April 2019 without any requirement for everybody to return their hardware for upgrade?

ICT have already created the new domain as a secondary email domain. After 1 April 2019, this email address will become a primary domain/email address (but also still allowing access to previous email accounts.) In short, both addresses (current and future) are already live for re-elected councillors, emails to both email addresses will appear in the same mailbox for the foreseeable future (for continuation of correspondence.) Councillors emails sent before 1 April 2019 will continue to show either Forest Heath or St Edmundsbury email addresses, however post 1 April 2019, all Councillors emails sent will have the Westsuffolk.gov.uk email address – and be seen to be sent as westsuffolk.gov.uk

Note: This email change does not require a return of hardware as can be managed remotely. Similarly, no changes are expected on mobile phones, printers or building access cards.

3.3 **ICT:** What efforts are being made to allow Councillors to use their own hardware, in particular tablets, for access to the westsuffolk.gov.uk domain and file servers as has been done by many private companies operating a much more secure environment including use of VPN or similar technology? Or, if no such plans, what is being put into place for updated, and suitably resilient systems that are not prone to failure (in either hardware or software) considering the remote location of the users?

We have explored and are promoting a range of secure connectivity solutions, including BYOD using either Airwatch or a Citrix Walled Garden approach for personal devices – (which will be subject to acceptance of revised security policies as before, and will also require users with personal devices to maintain these devices to agreed security standards (as mandated by National Cyber Security Centre.)

We also mandate use of technology that securely authenticates devices/device users, and provides secure access to our systems and data using VPN/Direct Access technologies.

Regarding availability and accessibility of our systems/applications, these have been designed to be very resilient, with diverse communication lines to continue to deliver services even with the loss of key sites. We have also recently upgraded our in building wifi service to better support our Councillors.

Although our systems and services are monitored frequently – systems failures however cannot be completely avoided, although we do aim to minimise failures wherever possible. Our regular security patching regime also helps us remain protected and secure, as well as also minimising risks of operational failure.

4. Proposals

- 4.1 That the Overview and Scrutiny Committee ask follow-up questions of the Cabinet Member following this update.