

Deputy Leader

**Venue: Town Hall, Moorgate
Street, Rotherham. S60
2TH**

Date: Monday, 11 March 2013

Time: 9.30 a.m.

A G E N D A

1. To determine if the following matters are to be considered under the categories suggested in accordance with the Local Government Act 1972.
2. To determine any item which the Chairman is of the opinion should be considered as a matter of urgency.
3. Apologies for Absence.
4. Minutes of the Previous Meeting held on 11th February, 2013 (herewith). (Pages 1 - 7)
5. Opening of Tenders (report herewith) (Pages 8 - 9)
6. Waiver of Standing Order to Award the Contract for Local Welfare Provision (Crisis Loans) to LASER Credit Union Ltd (report herewith) (Pages 10 - 12)
7. Proposal to Provide Internal Audit Management for Doncaster Council (report herewith) (Pages 13 - 15)
8. Renewal of Aqua SQL System Maintenance and Support - Application for Exemption from Standing Orders (report herewith) (Pages 16 - 17)
9. First Data Procurement Card Support and Maintenance (report herewith) (Pages 18 - 20)
10. Lexcel Inspection of Legal Services (report herewith) (Pages 21 - 32)
11. Tablet Computing for Members (report herewith) (Pages 33 - 40)
12. Cabinet Reports and Members' Issues (Directors to report).
13. Date and Time of the Next Meeting - 15th April, 2013 at 9.30 a.m.

**DEPUTY LEADER
11th February, 2013**

Present:- Councillor Akhtar (in the Chair).

Apologies for absence were received from Councillors Gosling and Sims.

N64. MINUTES OF THE PREVIOUS MEETING HELD ON 14TH JANUARY, 2013

Resolved:- That the minutes of the meeting held on 14th January, 2013 be approved as a correct record.

N65. RESOURCES PERFORMANCE REPORT FOR 2012/13 - QUARTER 3

Consideration was given to a report presented by Anne Hawke, Performance Officer, which summarised the performance by the Resources Directorate against current measures and key service delivery issues during Quarter 3 across the areas of:-

- Commissioning, Policy and Performance.
- Financial Services.
- Human Resources and Payroll.
- Internal Audit and Asset Management.
- Legal and Democratic Services.

A summary of the key points was provided in relation to each of the areas and the following issues were raised and clarified:-

- On-going work to achieve financial efficiencies year on year in the high cost area of residential placements for looked after children.
- Number of complaints received via the Councillors' Surgery System and whether this incorporated queries via the telephone.
- Council Tax collection rates – fifth best in the country.
- Decisions on new benefit claims and the effective use of resources in light of welfare reform changes.
- Positive outcome of the employee opinion survey.
- Congratulations to Legal Services in achieving the Law Society's Practice Management Standard Lexcel following the last annual maintenance inspection.

Discussion ensued on the presentation of the information and it was suggested that the layout be revised and a more narrative commentary with less statistics be supported.

Resolved:- (1) That the report be received and the performance noted.

(2) That the layout of the performance report be revised to include a commentary section as to the variances.

N66. EMARKETPLACE, CONNECT TO SUPPORT (CTS) ROTHERHAM

Consideration was given to a report presented by Chrissy Wright, Strategic Commissioning Manager, which set out the progress to date on the development and implementation of an eMarketplace, Connect to Support (CtS) in Rotherham.

It was pointed out that Connect to Support was launched to the public on 29th January, 2013, and a number of promotion and marketing activities had commenced to support the public launch and to raise awareness of the site both externally and internally, which would also be extended to include a Team Briefing Note.

Resolved:- (1) That the progress to date on the development and implementation of an eMarketplace, Connect to Support (CtS) in Rotherham be noted.

(2) That the promotion and marketing campaign be noted and a Team Briefing Note be issued.

N67. CABINET REPORTS AND MEMBERS' ISSUES

The following issues were raised:-

(a) Phil Howe, Director of Human Resources, confirmed that preliminary discussions with the Trades Unions were to continue and a meeting was scheduled for later this week.

All letters regarding auto enrolment for the Local Government Pension Scheme had now been issued to all employees.

It was also noted that work was to commence in preparation for the submission of "Real Time Information" to the Inland Revenue from April, 2013. This was being undertaken for both Doncaster and Rotherham Council as part of the new Shared Service arrangements.

(b) Stuart Booth, Director of Finance, confirmed reports on the Revenue Budget, Capital Programme and Treasury Management were being prepared for consideration by the Cabinet on 20th February, 2013.

Letters had also been issued to claimants regarding the Council Tax Reduction Scheme. A massive increase in responses was expected.

- (c) Colin Earl, Director of Internal Audit and Asset Management, provided a summary of the current position with regards to Municipal Mutual Insurance.

The Corporate Risk Register was also being submitted to the Cabinet for consideration on the 20th February, 2013.

Opportunities were also being explored to build on the shared service provision currently offered to other Councils.

- (d) Richard Copley, Corporate ICT Manager, provided an update on the current iPad provision and progress on access to restricted agenda documents. An evaluation report on the electronic access trial would be submitted to the next meeting on the 11th March, 2013, once those Members on the trial had been surveyed for their views.

Discussion ensued on the efficiencies and savings that could be achieved through electronic access and the choices that may be made available to Elected Members following the trial's evaluation.

It was also noted that public WiFi was soon to be available at the Town Hall.

(THE CHAIRMAN AUTHORISED URGENT CONSIDERATION OF THE FOLLOWING THREE ITEMS TO ENSURE BUSINESS CONTINUITY AS A RESULT OF THE LEGACY OF THE FORMER RBT CONTRACTS)

N68. MAPINFO PROFESSIONAL SUPPORT & MAINTENANCE

Consideration was given to a report presented by Richard Copley, Corporate ICT Manager, which detailed the Council's current use of MapInfo Professional as its main Geographical Information System (GIS).

An exemption from Standing Orders was being sought on the basis that only the software supplier (Pitney Bowes) were capable of supporting this software and, therefore, the annual maintenance for the software costs was £8,900.

Resolved:- That the contract for support and maintenance of the MapInfo Professional be exempt from the provisions of Standing Order 47.6.2 (requirement to invite at least two oral or written quotations for contracts with a value of £5000 but less than £20,000) and approved.

N69. SCHOOLS INFORMATION MANAGEMENT SYSTEM/FINANCIAL MANAGEMENT SYSTEM LICENCES AND SUPPORT 2013/14

Consideration was given to a report presented by Richard Copley, Corporate ICT Manager, which provided details on the licences owned by the Council for SIMS and FMS (Schools Information Management

System/Financial Management System) provided by Capita Education Services.

The contract between the Council and Capita had been in place for ten years and originally set up to enable all schools in Rotherham to have the same management information system to enable collaborative working and data sharing with the Council's core systems within Children and Young Peoples Service.

The continuation of the cost of this support and maintenance contract for 2013/14 was £144,500 and adequate budget was available to cover this. The costs were recouped direct from schools as part of the Council's Schools Connect ICT Service Level Agreement.

Schools were aware of the Capita Annual Maintenance agreement and communication had been sent informing them of the charges for 2013/14.

It was estimated that the cost of changing system would be over £400,000 and take over eighteen months to complete and not something schools wished to pursue.

Resolved:- That the contract for licencing, support and maintenance of the Capita Schools Information Management System/Financial Management System be exempt from the provisions of Standing Order 48.1 (requirement to invite three to six tenders for contracts with a value of over £50k) and the contract be awarded to Capita.

N70. CAPITA ONE EDUCATION CASE MANAGEMENT SYSTEM ANNUAL SUPPORT AND MAINTENANCE 2013/14

Consideration was given to a report presented by Richard Copley, Corporate ICT Manager, which sought approval to an exemption from Contract Standing Orders and to grant the contract for the support and maintenance of the CAPITA ONE Education Case Management system to CAPITA Business Services Ltd, being the propriety system owner and the only company able to provide support and maintenance.

Resolved:- That the contract for support and maintenance of the Education Case Management System be exempt from the provisions of Standing Order 48.1 (requirement to invite three to six tenders for contracts with a value of over £50k) and the contract be awarded to Capita.

N71. EXCLUSION OF THE PRESS AND PUBLIC

Resolved:- That under Section 100A(4) of the Local Government Act, 1972, the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A

to the Local Government Act (as amended March, 2006 (information relates to finance and business affairs).

N72. RESOURCES PERFORMANCE REPORT FOR 2012/13 - QUARTER 3

Consideration was given to a report presented by Anne Hawke, Performance Officer, which summarised the performance by Community Engagement against current measures and key service delivery issues during Quarter 3.

A summary of the key points was provided on the areas outlined in the report.

Resolved:- That the report be received and the performance noted.

N73. SOCIAL CARE SYSTEM PROCUREMENT

Consideration was given to a report presented by Colin Earl, Director of Internal Audit and Asset Management, which outlined the work which had been undertaken to date by Children and Young People's Services, Neighbourhoods and Adult Services and Resources to jointly re-procure a Social Care Case Management System.

The current supplier of the system had confirmed it could maintain and enhance the system and provided indicative costs for this.

Other suppliers submitting reliable information could implement a new system, although this would cost around £1 million more than the current proposal as well as requiring additional ICT hardware, training (external and internal) and substantial staff time associated with implementation. There was no budget to provide for any of these additional requirements.

Resolved:- (1) That the actions taken to date be noted.

(2) That the continuation of the current supplier be approved and negotiations take place on contract terms and conditions to include additional Functionality and Product Set.

N74. PROCUREMENT OF SOFTWARE LICENCE FROM NORTHGATE

Consideration was given to a report presented by Stuart Booth, Director of Finance, which detailed information that would require the need to use the Northgate software functionality enhancement to enable the Council to implement the Housing Benefit Social Sector Size Criteria legislation from 1st April 2013.

An exemption from Standing Orders for procuring this new software licence key was sought as the provision of the Housing Benefit software could only be supplied by Northgate.

Resolved:- That the contract for the purchase of a software licence key be approved and be exempted from the provisions of Standing Order 47.6.2 (requirement to invite at least two oral or written quotations for contracts with a value of £5k but less than £20k) and the purchase be made from Northgate.

N75. PROCUREMENT OF ANNUAL SOFTWARE SUPPORT AND MAINTENANCE FROM CIVICA

Consideration was given to a report presented by Stuart Booth, Director of Finance, which detailed the need to have a Support and Maintenance agreement with the software supplier to enable the Council to ensure ongoing use and reliability of the Civica Electronic Document Management and Workflow System functionality from 1st April, 2013 to 31st March, 2014.

Maintaining the reliability Electronic Document Management and Workflow System was essential in maintaining an excellent customer service in the administration of benefits, ensuring efficient billing of Council Tax and Non-Domestic Rates and ensuring that income collection was maximised.

Exemption from Standing Orders was, therefore, sought, for procuring this software support and maintenance as the provision of the document management and workflow software support could only be supplied by Civica.

Resolved:- That the contract for the purchase of annual Support and Maintenance for the Civica System be approved and be exempt from the provisions of Standing Order 47.6.3 (requirement to invite at least three written quotations for contracts with a value of £20k but less than £50k) and that the purchase be made from Civica.

(THE CHAIRMAN AUTHORISED URGENT CONSIDERATION OF THE FOLLOWING ITEM IN ORDER TO ENSURE BUSINESS CONTINUITY AS A RESULT OF THE LEGACY OF THE FORMER RBT CONTRACTS)

N76. EPROCUREMENT OF ANNUAL SOFTWARE SUPPORT AND MAINTENANCE FROM NORTHGATE

Consideration was given to a report presented by Stuart Booth, Director of Finance, which detailed the need for the Council to ensure ongoing use and reliability of the Northgate Revenues and Benefits System functionality from 1st April, 2013 to 31st March, 2014 and the need to have a Support and Maintenance agreement with the software supplier.

Maintaining the reliability Revenues and Benefits System was essential in maintaining an excellent customer service in the administration of

benefits, ensuring efficient billing of Council Tax and Non-Domestic Rates and ensuring that income collection was maximised.

Exemption from Standing Orders was, therefore, sought, for procuring this software support and maintenance as the provision of the document management and workflow software support could only be supplied by Northgate.

Resolved:- That the contract for the purchase of annual Support and Maintenance for the Northgate Revenues and Benefits System be approved and be exempt from the provisions of Standing Order 48.1 (requirement to invite three to six tenders for contracts with a value of £50k or more) and that the purchase be made from Northgate.

N77. DATE AND TIME OF THE NEXT MEETING

Resolved:- That a further meeting be held on Monday, 11th March, 2013 at 9.30 a.m.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Deputy Leader
2.	Date:	11th March, 2013
3.	Title:	OPENING OF OFFERS
4.	Directorate:	Resources

5. Summary

The purpose of this report is to record the opening of offers for the following on:-

11th February 2013:-

- Insurance Tenders

6. Recommendation:-

That the action of the Deputy Leader in opening the offers be recorded.

7. Proposals and Details

Offers in respect of the following were opened by the Deputy Leader on:-

11th February, 2013

- Insurance Tenders

8. Finance

To secure value for money.

9. Risks and Uncertainties

To ensure compliance.

10. Policy and Performance Agenda Implications

In accordance with financial and contractual requirements.

11. Background Papers and Consultation

Emails:-

Andy Shaw, Insurance Section.

Contact Name:- Debbie Pons, Principal Democratic Services Officer

Ext: 22054

Email: debbie.pons@rotherham.gov.uk

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1	Meeting:	Deputy Leader
2	Date:	11th March, 2013
3	Title:	Waiver of Standing Order to Award the Contract for Local Welfare Provision (Crisis Loans) to LASER Credit Union Ltd
4	Directorate:	Resources

5 Summary

Changes to the discretionary social fund as part of the Welfare Reform Act 2012 will see community care grants and crisis loans abolished from April 2013. Local authorities will be provided with funding to establish replacement local support schemes for vulnerable groups. Within the timescales available to the council to interpret and understand the guidance on these changes, obtain information from the Department for Work and Pensions, and establish a system to go live by 1st April 2013, it has not been possible to go fully out to the wider market to seek potential providers.

Taking the above factors into account, the council wishes to award a short term 6 months contract to LASER Credit Union Ltd to deliver the loan element of the crisis support 'Fund for Change' as there is no alternative local provider of the model the council and its partners wish to implement. The contract will be retendered at 6 months for the remaining 18 months of funding; this allows time for a full market tender.

There is a requirement to waive standing orders so that the contract can be awarded to LASER Credit Union Ltd for six month period 1st April, 2013 until 30th September 2013.

The exemption from standing orders is in accordance with Standing Order 38 (Exemptions) and Standing Order 49.

6 Recommendations

That Deputy Leader:

- 6.1 Agrees to exempt from Standing Orders in accordance with Standing Order 38 (Exemptions) and Standing Order 49 (Tender invitation and receipt of tenders) for delivery of the local welfare provision (crisis loans) for the period 1st April 2013 until 30th September 2013 and agree to the award of the contract to LASER Credit Union Ltd.**

7. Proposals

7.1 Context and background to local welfare provision changes

Community care grants and crisis loans, part of the social fund administered by the DWP, will be abolished from April 2013. Local authorities have been allocated funding to establish replacement local schemes, but there is no statutory provision.

Community care grants are primarily intended to help vulnerable people live as independent a life as possible in the community.

Crisis loans are intended for people who are unable to meet their immediate short term needs. A crisis payment should be the only means of avoiding serious damage or serious risk to the health or safety of the applicant or a member of their family.

Crisis loans are aimed at people who need short term living expenses in an emergency or as a consequence of disaster. In terms of savings, all capital and income resources are taken into account – if they are available to meet the immediate need. High priority is given to an application if an award for the item requested will have a substantial and immediate effect in improving the applicant's circumstances.

The latest data on crisis loan spend in Rotherham covers the 2011/12 financial and shows that:

- Total spend on crisis loans (excluding alignment payments, which DWP will continue to provide as advances on benefit) was approx £282,000, with 4,850 awards from 6,600 applications. The average loan was around £58.
- £254,800 was provided for "living expenses" and £207,900 was classified as "benefit spent – living expenses required" (£140,400) or "lost or stolen money/giro" (£67,500). Living expenses payments are for day to day essentials such as food, heating, nappies, toiletries etc.
- Just under half of awards went to single males and around 38% to single females. Just over 70% of recipients had no children under 16, approx 20% had a child under 5.
- Over a third of crisis loans went to 18-24 year olds, with a further 50% going to 25-44 year olds.

7.2 Awarding of 6 month contract 1st April 2013 – 1st October 2013

Within the timescales available to the council to interpret and understand the guidance on these changes, obtain information from the Department for Work and Pensions, and establish a system to go live by 1st April 2013, it has not been possible to go fully out to the wider market to seek potential providers.

Taking the above factors into account, the council wishes to award a short term 6 months contract, value of £28,610, to LASER Credit Union Ltd to deliver the loan element of the crisis support 'Fund for Change' as there is no alternative local provider of the model the council and its partners wish to implement. The

contract will be retendered at 6 months for the remaining 18 months of funding; this allows time for a full market tender.

Under the terms of the contract, LASER Credit Union Ltd working with the council would deliver loans of up to a value of £250 for people who have gone through the assessment routes and have been granted a loan. Based on DWP figures, it is anticipated that around 2,500 people will require support for a crisis loan during the life of the contract, though it is difficult to predict demand at this stage, as reductions to benefits as part of the wider welfare reforms may increase the need for crisis support.

There is a requirement to waive standing orders so that the contract can be awarded to LASER Credit Union Ltd for the six month period: 1st April 2013 to 30th September 2013.

8. Finance

The six month contract has a value of £28,610 and the costs will be met from the allocated funding to establish replacement local welfare provision schemes.

9. Risks and Uncertainties

The main uncertainty relates to the level of demand and the risk is that the available funding and the capacity may be insufficient. The level of programme funding is around 13% less than that paid out under the equivalent social fund schemes in 2011/12. Additionally there is a high risk of non repayment of crisis loans, given the client group.

10. Policy and Performance Agenda Implications

It is important that the response to local welfare support and welfare reform more generally is part of a broader drive to reduce poverty and inequalities in the borough. The methodology adopted in Rotherham is a coordinated and consistent approach, exploring ways in which preventative action can be taken to reduce the need for reactive “crisis” provision in the longer term. It is for this reason that proposals for local delivery of crisis loans are part of the wider “fund for change” programme, focussing on prevention and early intervention.

11. Background Papers and Consultation

Welfare Reform Act 2012 (c. 5)
[Social Fund reform - DWP](#)

Contact: Michael Holmes, Policy and Partnerships Officer
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Email: michael.holmes@rotherham.gov.uk

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Deputy Leader
2.	Date:	11 March, 2013
3.	Title:	Proposal to Provide Internal Audit Management for Doncaster Council
4.	Directorate:	Resources

5. Summary

This report outlines a proposal to continue the current shared service arrangement with Doncaster Council, which will involve Rotherham Council's Director of Audit & Asset Management leading Doncaster Council's Internal Audit Service.

6. Recommendations

The Deputy Leader is asked:

- **To approve the continuation of the provision of internal audit management for Doncaster Council and to support the exploration of any further opportunities that might arise with regard to the provision of audit services.**

7. Proposals and Details

Rotherham Council has provided leadership and management of Doncaster Council's Internal Audit service for the last 3 years. This has provided several benefits that both councils have enjoyed, including:

- Shared management costs
- Efficiencies deriving from the joint development of audit programmes
- Joint, and therefore more efficient, learning in relation to current developments
- Greater resilience through more depth of audit skills available to both Councils
- Sharing of good practice across the two teams and a resulting higher quality of service provision
- Positive reputation and regional recognition.

The net result of these improvements is that Rotherham and Doncaster Councils are able to operate with the two smallest audit teams in South and West Yorkshire (with both being at least 10% smaller than the next smallest service).

In addition to these benefits, Doncaster Council will pay Rotherham Council £35,000 per year for the service (i.e. £70,000 over two years).

As councils wrestle with substantial budget savings targets, they are looking at alternative ways of delivering services. For internal audit, some authorities are now buying in the service or are potentially more interested in collaborating in shared service arrangements. This might generate future opportunities that an existing joined-up service may be better placed to take advantage of. It is, therefore, considered that a continuing partnership with Doncaster Council will put the service in a stronger position with regard to any opportunities that might arise.

The Deputy Leader is asked to support the continuation of the provision of internal audit management for Doncaster Council and to support the exploration of any further opportunities that might arise with regard to the provision of audit services.

8. Finance

Details are set out in the section above. Rotherham Council's budget includes £35,000 income from Doncaster Council

9. Risks and Uncertainties

The provision of the service to Doncaster Council will be subject to a service level agreement between the two authorities. Failure to deliver services set out in the agreement could result in the cancellation of the agreement and could adversely affect the reputation of the Council and the Service. Regular monitoring and review of delivery will be carried out to ensure any emerging concerns relating to the service can be addressed as quickly as possible.

The arrangement also potentially provides an opportunity to extend the provision of this service over time to other public sector organisations.

10. Policy and Performance Agenda Implications

The provision of (shared) services is consistent with the Council's approach to addressing future budget challenges.

The Director of Audit & Asset Management will be required to ensure Rotherham Council's performance relating to the provision of audit and governance services is not adversely affected by the Council's involvement in this shared service.

11. Background Papers and Consultation

Draft agreement between Doncaster Council and Rotherham Council relating to the provision of Internal Audit Management by Rotherham Council for Doncaster Council.

Contact Name:

Colin Earl, Director of Audit and Asset Management, ext 22033

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Deputy Leader
2.	Date:	11th March 2013
3.	Title:	Renewal of Aqua SQL System Maintenance and Support – Application for exemption from standing orders
4.	Directorate:	Resources

5. Summary

The purpose of this report is to seek Member approval to invoke Standing Order 38, which permits exemption from normal contract standing orders. This is to allow AQUA Birmingham to continue to provide the annual support and maintenance for the AQUA SQL system.

6. Recommendations

It is recommended that:

- (i) The contract for the annual support and maintenance of the AQUA SQL System be exempt from the provisions of standing order 47.6.2, the requirement to invite at least 2 oral or written quotations for contracts with a value of £5000 but less than £20,000**

7. Proposals and Details

- The AQUA SQL system holds course and learner details for adults enrolled on Skills Funding Agency (SFA) funded projects including Community Learning, the Adult Skills Budget and ESF Co-Financed projects. It supports the Individual Learner Record in compliance with SFA and statutory reporting requirements.
- The AQUA SQL system has been recommended by the SFA as the leading Learner Management Information System (MIS) system, created for recording learner enrolment details, for over 15 years. It produces the Individual Learner Record (ILR), in compliance with the Skills Funding Agency data requirements, ensuring we meet SFA data deadline returns by validating the data against the Learning Aims Reference Application (LARA) and various SFA systems. If another system was used, there would be issues with data compatibility, which would lead to delays in claims being processed or potentially being invalid.
- The Local Authority holds a perpetual license and renews the annual support and maintenance of that license on an annual basis.
- AQUA SQL is used by over 80 customers including Doncaster, Barnsley and Sheffield Councils and enables us to produce reports using Crystal XI and Business Objects.
- The contractor concerned is the only supplier able to provide quotes, due to the fact that only the system supplier can provide annual support and maintenance for their system.

8. Risks and Uncertainties

Failure to renew the annual support and maintenance will result in the AQUA SQL system running with no support from the supplier and we will be unable to apply any upgrades or fixes to this business critical system. This will have financial and performance management implications leading to financial and reputational risk.

9. Policy and Performance Agenda Implications

Policy and performance issues are discussed in section 9 of this report.

10. Background Papers and Consultation

Consultation has taken place with colleagues in Legal, Finance and Procurement Services, and all have confirmed agreement with the proposals.

Contact Names:

Jon Baggaley
Finance Manager
Jonathan.baggaley@rotherham.gov.uk; x54516

ROTHERHAM BOROUGH COUNCIL – REPORT TO DEPUTY LEADER
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1.	Meeting:	Deputy Leader
2.	Date:	11 March 2013
3.	Title:	First Data Procurement Card support and maintenance
4.	Directorate:	Resources

5. Summary

The Council uses First Data Global Services (Deecal) software for the collation, management, control and allocation of procurement card expenditure. A licensing, maintenance and Support contract exists to ensure that the software continues to operate so that Council departments utilising the procurement cards continue to be capable of delivering services effectively.

ICT and the Procurement Service have confirmed that the provision of this support and maintenance is only available through First Data Global Services Ltd.

The cost of this support and maintenance contract for 2013 is £10,000.

Adequate budget is available to cover this as it is an ongoing annual support cost.

Legal and Financial Services have been consulted and they have confirmed their agreement with the proposal.

6. Recommendations

IT IS RECOMMENDED THAT:

- **the contract for support and maintenance of the First Data Procurement Card software be exempt from the provisions of standing order 47.6.2 (requirement to invite at least 2 oral or written quotations for contracts with a value of between £5K and £20K) and the contract be awarded to First Data Global Services Ltd.**

7. Proposals and Details

The Council currently uses The First Data Global Services Ltd Procurement Card software, previously known as Deecal for the collation, management, control and allocation of procurement card expenditure.

The software provides an interface between the Coop Bank (the procurement card provider) Visa system and the Council's procurement system which holds details of the payment transactions for review and approval by Council officers and ensures the subsequent allocation of expenditure to the correct budgets.

Only First Data can provide the licensing support and maintenance of their own software product.

Any change to an alternative procurement card software provider will require significant time and expense to purchase and develop, as well as support and maintenance cost. There would also be additional costs from Council's financial systems provider (ABS) and the Co-operative bank to develop the required interfaces necessary to support the procurement card process.

The Council's IT Service and the Procurement Team have jointly confirmed that First Data Global Services is the only supplier able to provide the support and maintenance on this product.

As such a request is made for the support and maintenance of The First Data (Deecal) software to be exempt from the provisions of standing order 47.6.2 (requirement to invite at least 2 oral or written quotations for contracts with a value of between £5K and £20K) and the contract be awarded to First Data Global Services Ltd.

The cost of this support and maintenance contract for 2013 is £10,000.00

This cost is covered through the ICT contracts budget.

8. Finance

The costs outlined above are covered by existing budgets, as indicated.

9. Risks and Uncertainties

The Procurement card system is essential for those Directorate services which rely on the active and daily use of procurement cards to provide services to RMBC and the public.

10. Policy and Performance Agenda Implications

The Procurement card solution allows Council users to deliver the best possible service to the citizens of Rotherham

11. Background Papers and Consultation

Consultation has taken place with colleagues in Legal, Finance and Procurement Services and all have confirmed agreement with the proposals.

Contact Names:

Simon Bradley, Procurement Service Leader, Resources Directorate. Tel. ext. 34188

Joanne Kirk, Purchase to Pay Manager, Resources Directorate
Tel. ext. 34196

Mick Brooks, ICT Governance and Change, Resources Directorate Tel. ext. 23209

Harriet Davies-Taheri, Legal Services, Resources Directorate Tel ext. 23217

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1. Meeting:	Deputy Leader
2. Date:	11th March 2013
3. Title:	Lexcel Inspection of Legal Services
4. Directorate:	Resources

5. Summary

Legal Services were inspected in January under the Lexcel Practice Management Standard of the Law Society. The inspection was positive and a copy of the inspection report is attached.

6. Recommendations

That the Deputy Leader notes the outcome of the recent Lexcel Inspection of Legal Services.

7. Proposals and Details

The Law Society has authorised a practice management standard (Lexcel) to ensure excellent standards of customer care for both the public sector and private legal practices.

The section achieved Lexcel accreditation in 2005 and has maintained the quality badge since that date. Only approximately 25% of local authority legal teams have attained the award.

Lexcel inspections are undertaken on a full basis every three years, with an annual maintenance visit in the intervening years. The recent inspection, in January 2013, was an annual maintenance visit. A copy of the report is attached at Appendix A.

Issues highlighted in the report include:-

The implementation of the new staffing structure will clarify lines of supervision and have a positive effect on morale.

Recommendations from the previous inspection, in July last year, have been considered and acted upon. These have included the enhancement of file review procedures and more regular and meaningful supervision of staff.

Introduction of the latest version of the practice management IT system (Iken) will support new ways of working, e.g. the extension of workflows to new areas.

Some minor non-compliances were identified, all of which were corrected whilst the inspector was on site.

In addition the inspector made recommendations with regard to performance management, which will dovetail with the new structure and enable easier monitoring of and reporting on performance.

The Council is the only Council in South Yorkshire to have achieved Lexcel accreditation. The external verification will assist the Council in participating fully in any future exploration of Shared Services. The secondment of the Senior Business Support Officer to a neighbouring authority also involved in the Shared Legal Services project was considered to be an example of good practice.

8. Finance

The inspection cost was £1,400 paid to Assessment North East and £300 to the Law Society, making a total of £1,700.

9. Risks and Uncertainties

Examination of the risk management procedures during the inspection provides additional assurance regarding the identification and management of risk. Holding the Lexcel standard places the service in a strong position to retain existing clients, attract new clients where appropriate and to develop a shared service for the region.

10. Policy and Performance Agenda Implications

The provision of prompt, client-focussed legal advice underpins all of the core values and strategic aims of the Council.

11. Background Papers and Consultation

Lexcel Inspection report, 26th January 2013.

Contact Name : *Jacqueline Collins, Director of Legal and Democratic Services,*
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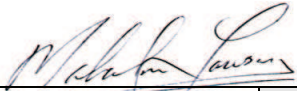


Lexcel Assessment Report

1. Practice details

Name of organisation	Rotherham MBC
Postal address	c/o Legal Services 1 st Floor, Wing C Riverside House Main Street ROTHERHAM S60 1AE

2. Lead assessor declaration

Name of Assessment Body	Assessment North East Limited		
<p>I confirm that I have had no other involvement with the implementation of the Lexcel practice management standard at the above organisation apart from the assessment and as per Lexcel office guidance</p> <p>I confirm that I have conducted the assessment on behalf of the named assessment body.</p> <p>I further confirm that the contents of this report has been explained to the above organisation.</p>			
Signature (or Tick Box)			
Print name	Malcolm Lawson	Date	26 th January 2013
Internally verified			
Signature (or Tick Box)	<input type="checkbox"/> C. Ludbrook	Date	1 st February 2013



3. Assessor's assessment summary

The assessment is conducted against version 5 of the Lexcel Practice Management Standard.

This annual maintenance review is conducted only 6 months after the last full review, which was extended with agreement from the Law Society. Since this visit there has been a number of staff who have left the service, this is mainly the result of a voluntary severance package made available by the Council but also some staff who are seeking to further their career.

A predicted restructure has been delayed because of the staffing reforms introduced across the councils, which as previously stated also impacted on the staffing levels in Legal Services. Uncertainty created by the delay in launching the new structure is having a direct impact on supervision and the general feeling amongst staff.

There was very positive feedback about the new leadership style introduced by the new Director and her commitment to Lexcel and general risk management. Legal Services continue to lead a South Yorkshire consortium from the other councils. This provides opportunity to share experience. Indeed the Senior Business Support Officer has been seconded to one of the consortium members to assist the effective introduction of a case and time management system. This demonstrates the commitment to quality and how Rotherham Legal Services is perceived as a leader and inspiration for others.

There is a strong desire for continuous improvement, which is led from the very top, and permeating throughout the service. Following the last review visit, a number of areas for improvement were identified, all of which have been given serious attention. Changes to the file review process and general supervision practices have been received very well and this is starting to bring about useful learning, which is also influencing change in procedures and document content.

IT continues to play a significant part in the way the service is delivered. Recent updates to the case management system, the operating system and Office 2010 have all been fully supported with a formal training programme and on the job support.

There is a very good level of compliance with the requirements of the Lexcel Practice Management Standard, despite the small number of non-compliances identified, all of which have been corrected whilst on site.

Finally I would like to thank all the staff at Rotherham Metropolitan Borough Council Legal Services for their co-operation during the on-site activity, specifically those who took part in the interviews and supplied the appropriate evidence.

4. Non-compliances and areas for improvement or areas of good practice

Number of major non-compliances	0	Date CA due	N/A
Number of minor non-compliances	6	Date CA Due	All corrected on site
Number of areas for improvement	8		
Number of areas of good practice	22		

5. Assessors overall recommendations

Re-visit required within 3 months of last on-site date	Yes <input type="checkbox"/> No <input type="checkbox"/>
Documentary evidence of corrective action to be sent to assessor within 21 days of last on-site date	Yes <input type="checkbox"/> No <input type="checkbox"/>
Continue certification (select if no non-compliances)	Yes <input type="checkbox"/> No <input type="checkbox"/>
Corrective action received on site	Yes <input type="checkbox"/> No <input type="checkbox"/> Partial <input type="checkbox"/>

6. Assessment details

Assessment type	Initial <input type="checkbox"/>	AMV1 <input type="checkbox"/>	
	AMV 2 <input type="checkbox"/>	Full <input type="checkbox"/>	
Total on-site days	1.5 days	On-site dates	22 nd & 23 rd January 2013
Total preparation time	.25	Total report writing time	.25
Number of assessors	One		
Name of other assessor(s)	N/A		
Total fee paid to Assessment Body	£1400.00		

7. Other quality standards

Lexcel only	Yes <input type="checkbox"/> No <input type="checkbox"/>
Conveyancing Quality Scheme (CQS)	Yes <input type="checkbox"/> No <input type="checkbox"/>
Joint - Lexcel & Investors in People	Yes <input type="checkbox"/> No <input type="checkbox"/>
Joint - Lexcel & ISO9001:2000	Yes <input type="checkbox"/> No <input type="checkbox"/>
Credit given for liP/ISO9001	Yes <input type="checkbox"/> No <input type="checkbox"/>
Does the organisation hold an SQM franchise?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Credits given for SQM	Yes <input type="checkbox"/> No <input type="checkbox"/>

8. Assessment statistics

Total number of fee earners	22	
Number of fee earners in sample	4	
Total number of support staff	5	
Number of support staff in sample	2	
Total number of open files	1149	
Number of open case files in sample	8	
Number of closed files in sample	4	
Total number of case files in sample	Direct access [6]	Access via fee earner[6]



9. Lexcel standard compliance

Section 1: structures and policies

Major/Minor	Requirement	Details	Evidence required
N/A			
Areas of good practice			
<ul style="list-style-type: none"> All staff have participated in e-learning training to understand the firm's equality and diversity policy. 			
Areas for improvement			
<ul style="list-style-type: none"> The anticipated restructure of Legal and Democratic Services has not yet taken place. The uncertainty is creating anxiety amongst staff. This needs to be resolved as soon as possible. 			

Section 2: Strategic plans

Major/Minor	Requirement	Details	Evidence required
N/A			
Areas of good practice			
<ul style="list-style-type: none"> Considered business plan with specific objectives. Business Continuity Plan tested recently with the heavy snowfall. The content of the business continuity plan has also been refreshed to reflect the changes to agile working and the introduction of the new VOIP telephone system. 			
Areas for improvement			
<ul style="list-style-type: none"> The content of the service plan is very dynamic with changing portfolios of the Director. Consider underpinning this plan with a one page summary of key performance measures (scorecard/dashboard) to ensure effective monitoring of core performance. This will also provide a solid base for an effective performance management system. 			

Section 3: Financial management

Major/Minor	Requirement	Details	Evidence required
N/A			
Areas of good practice			
<ul style="list-style-type: none"> Financial reporting practices of Legal Services are managed in accordance with Council procedures. All financial management aspects of the standard have been fully satisfied. 			
Areas for improvement			
<ul style="list-style-type: none"> None identified. 			

Section 4: Information management

Major/Minor	Requirement	Details	Evidence required
N/A			
Areas of good practice			
<ul style="list-style-type: none"> An upgrade to IKEN case management software has been fully supported with a comprehensive training programme for all staff. There has also been a significant investment in IT with the upgrade to Office 2012. Again full training has been provided as required. IT upgrades have increased the speed of connection for homeworkers. The Senior Business Support officer has been seconded on a part time basis to another member of the South Yorkshire Consortium to assist in introducing IKEN into this County Council. This is also a developmental opportunity for the individual involved. 			
Areas for improvement			
<ul style="list-style-type: none"> None identified 			

Section 5: People management

Major/Minor	Requirement	Details	Evidence required
N/A			
Areas of good practice			
<ul style="list-style-type: none"> Team Manager encouraged to shadow the Director of Legal services as part of their own development. New Director's strong decisive leadership has made a very impressive impact. Increased confidence, clear direction, and structured procedures. Regular and meaningful team meetings. Recently subscribed to LGBTV, on line learning, offering a more cost effective learning delivery approach. 			
Areas for improvement			
<ul style="list-style-type: none"> Review the Services approach to performance management ensuring all the appropriate elements are contributing and integrated effectively (PRD, Supervision, Work Reviews, target setting, etc.). Consider ways to integrate this with the Service's procedure for dealing with underperformance. Consider appropriate induction into new roles/responsibilities for existing staff. A proactive and considered approach could prove very useful when introducing the new structure of the Service. 			

Section 6: Risk management

Major/Minor	Requirement	Details	Evidence required
Minor	6.8 c	There was no evidence that a conflict check had been conducted on matter 49237.	Corrected on site
Minor	6.11 d	Two of the files that have been formally reviewed under the new procedure required corrective action, however the new procedure and form does not have any provision to acknowledge that the required corrective action has been taken?	Corrected on site
Areas of good practice			
<ul style="list-style-type: none"> • The supervision policy has been fully revised and amended since the last assessment visit. • Regular work reviews carried out as part of the Services Performance Management practices. • SB has customised the work review form into a more usable aide memoire to ensure all 12 topics are covered during the meeting. • All high risk matters are reported and recorded centrally. Bespoke investigations are conducted and appropriate actions taken to help mitigate the risk. • Consider skills and knowledge 'vulnerability points' within the current slim line service. Think about the benefit of an essential skills or knowledge matrix as a tool to assist managing any noticeable gaps. 			
Areas for improvement			
<ul style="list-style-type: none"> • Continue to encourage staff to be more conscious about operational risks and how Lexcel procedures are a useful tool to aide them in this task. 			

Section 7: Client care

Major/Minor	Requirement	Details	Evidence required
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Minor	7.2	The client care memos on matter files 49680, 47090, 50171 49237, 49049 did not contain the status of the fee earner and the status of the supervisor.	Corrected on site
Minor	7.2 f	The client was not informed about the likely timescale of matters 49237 and 49049.	Corrected on site
Areas of good practice			
<ul style="list-style-type: none"> Time recording guidance documents provide very detailed instruction about how time is to be recorded and instructions for regular billing. 			
Areas for improvement			
<ul style="list-style-type: none"> Discourage fee earners from amending the relevant content of standard client related templates. 			

Section 8: File and case management

Major/Minor	Requirement	Details	Evidence required
Minor	8.3 c	There was no cost update record on matter file 47090 and the final bill was more than the initial estimate.	Corrected on site
Minor	8.6 d	The counsel used on matter 49049, who has also been used on other matters, was not on the central register of experts.	Corrected on site
Areas of good practice			
<ul style="list-style-type: none"> File review document has been reviewed and amended. Following feedback from the last Lexcel assessment the file review procedure has been adjusted resulting in more frequent reviews. This has already identified some development areas with regard to the way some fee earners manage their matters. As a result people are increasing their confidence in the process. File review practices are occurring more frequently. Increased discipline. 			
Areas for improvement			

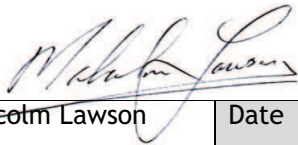
- Client satisfaction surveys have been deferred since September 2012 to enable the completion of a Council wide questionnaire. It is important to reinstate this practice as soon as possible to maintain the discipline of clients to provide useful feedback.
- The workflow used for childcare matters does not work when the Service is the respondent.

Lexcel



Confirmation assessment report understood

Practice representative			
Signature (or Tick Box)	<input type="checkbox"/>		
Print name		Date	

Assessor			
Signature (or Tick Box)			
Print name	Malcolm Lawson	Date	26 th January 2013

For Lexcel office internal use only

Reviewed by		Date	
Action required			

ROTHERHAM BOROUGH COUNCIL

1.	Meeting:	Deputy Leader
2.	Date:	March 11th 2013
3.	Title:	iPads for RMBC Members
4.	Directorate:	Resources

5. Summary

The purpose of this report is to provide an analysis of the results of the recent iPad trial amongst RMBC Members. The trial has demonstrated that iPads are useful to Members and that their wider adoption by Members will result in savings to the Council.

6. Recommendations

The Deputy Leader is asked to:

- **Note the findings of the iPad trial.**
- **Support the recommendation to offer iPads (or similar) to RMBC's Members.**
- **Support the recommendation to cease offering hard copy agenda packs to Members with a RMBC iPad.**
- **Support the recommendation for RMBC to continue to explore options around mobile technology use for Members.**

7. Proposals and Details

7.1 Background

In November 2012 the Deputy Leader approved a trial of iPads by RMBC Members with a view to learning whether mobile computing devices could assist Members in carrying out their Council duties while at the same time achieve savings for the Council.

20 Members took part in the trial, each being issued with an iPad 3, iPad case and keyboard. Several productivity apps were installed on each iPad to allow Members to securely access RMBC data, these were:

- **Good for Enterprise** – access to RMBC email, calendar, contacts, Intranet and filtered Intranet. Also allows document storage.
- **Mod.gov** – browse committee agendas and minutes and has easy to use annotation tools. Only public papers can be viewed at the moment but a restricted papers version will be ready in March 2013.
- **GoodReader for Good** – a document reading and annotation tool – for use with documents other than agendas and minutes (which can be read and accessed via Mod.gov).

7.2 Results of the Survey

All 63 RMBC Members were surveyed to allow us to understand the success of the iPad trial and to gauge the extent to which Members who were not on the trial would be interested in using iPads to assist with Council business.

36 Members responded to the survey (57%). The results of the survey are summarised below.

Have you used any of the following devices to help you carry out your duties as a Member (please tick all that apply)?		
Answer Options	Response Percent	Response Count
iPad (RMBC owned)	47.2%	17
iPad (privately owned)	30.6%	11
Android Tablet (privately owned)	2.8%	1
Laptop/PC (RMBC owned)	83.3%	30
Laptop/PC (privately owned)	27.8%	10
I have not used any device	2.8%	1
Other (please specify)	25.0%	9
	<i>answered question</i>	36
	<i>skipped question</i>	0

Other devices listed by Members included iPhones and Blackberrys.

In 2012 RMBC spent over £40,000 in printing agendas and minutes for Member meetings (that's £630 per Member per year). Are you willing to stop taking paper agendas and minutes and use a digital version instead (this could be on an iPad type device or a laptop)?

Answer Options	Response Percent	Response Count
Yes	83.3%	30
No	16.7%	6
If 'No' please tell us why...		9
<i>answered question</i>		36
<i>skipped question</i>		0

Members who answered 'no' to this question cited the ease of use of paper as the main reason. One respondent suggested that call in notices, with agenda headings, should remain as paper while all other meeting papers could become digital. One respondent indicated that they would use digital documents for all meetings with the exception of adoption papers.

Do you have a RMBC issued printer at home?		
Answer Options	Response Percent	Response Count
Yes	61.1%	22
No	38.9%	14
<i>answered question</i>		36
<i>skipped question</i>		0

Do you feel that you would be able to relinquish your printer and use just electronic documents?		
Answer Options	Response Percent	Response Count
Yes	18.2%	4
No	81.8%	18
If 'no' please tell us why		16
<i>answered question</i>		22
<i>skipped question</i>		14

Members answering 'no' here cited the need to produce letters, newsletters and leaflets as the reason for needing a printer. Some Members said that they used their printers to produce copies of documents for archiving/reference.

iPads are less expensive than RMBC's laptops (£390 vs. £599). Would you be willing to return your RMBC laptop (if you have one) and other equipment and use the iPad as your sole RMBC computing device?

Answer Options	Response Percent	Response Count
Yes	52.8%	19
No	47.2%	17
If 'No' then please let us know why...		20
<i>answered question</i>		36
<i>skipped question</i>		0

Members answering 'no' here cited the limitations of the iPad when compared to a laptop. Specifically they noted that:

- iPads do not have an equivalent to Outlook's Personal Folders for the storage of historical emails.
- It is difficult to manage emails and mailbox size on an iPad.
- Document storage and folder management is difficult on an iPad.
- iPads are not suitable for long periods of work.
- A laptop is needed for detailed report writing.
- There is no way to print from an iPad.
- iPads are less easy\comfortable to use than laptops.

Would you be interested in purchasing an iPad to use in Council meetings through deductions to your basic allowance over a year? At the end of this period, you will own the iPad. You would still be able to continue to use an RMBC laptop and other equipment should you wish.		
Answer Options	Response Percent	Response Count
Yes	48.6%	17
No	51.4%	18
<i>answered question</i>		35
<i>skipped question</i>		1

If the iPad trial is successful would you be interested in using an iPad (or similar) in the future?		
Answer Options	Response Percent	Response Count
Yes, I'd like a RMBC issued iPad	74.3%	26
Yes, but I'll be using my own iPad	17.1%	6
No	8.6%	3
If 'no' please tell us why		5
<i>answered question</i>		35
<i>skipped question</i>		1

Those Members who answered 'no' here said that hadn't yet tried using a tablet for RMBC business but that they may be interested in doing so if they could first trial one.

Do you need any training in the use of iPads or apps?		
Answer Options	Response Percent	Response Count
Yes please	54.3%	19
No thanks	45.7%	16
<i>answered question</i>		35
<i>skipped question</i>		1

Those Members who answered 'yes' to this question will be contacted to arrange training.

7.3 Conclusions

There are 5 main conclusions which can be taken from the iPad trial.

1. Over 90% of respondents want to use iPads for RMBC business.
2. Many Members are willing to stop taking receipt of paper agendas and minutes.
3. Most Members have a requirement to have a RMBC issued printer at home.
4. Opinion as to whether an iPad can replace a RMBC laptop as a Member's sole computing device is split 50/50.
5. Around half of the respondents are interested in using a reduction in their basic allowance to subsidise an iPad which then becomes the property of the Member.

Discussions with Members have confirmed that iPads are a viable alternative to working with printed papers but that iPads do not yet have sufficient functionality to replace to entirely replace laptops as a Member's sole computing device.

7.4 Options and Recommendation

Option 1: Do not offer RMBC issued iPads to Members.

We have the option to not offer iPads to Members. The advantage of this option is that we would not need to invest in iPad devices; instead we would ask Members to continue to use only laptops.

However, if we do not offer tablets to Members we will lose the opportunity to make a saving in print costs. A review of the possibilities for using electronic agenda packs has shown that one of the barriers is the weight and lack of portability of the Council's standard laptops. Whilst laptops are suitable for most computing functions they are relatively expensive and too heavy to be truly portable. The usability of tablets is better in both these respects; they are lighter and more portable. It is unlikely that many Members would agree to use digital agenda packs if they are not provided with an iPad or other tablet.

This option is, therefore, not recommended.

Option 2: Offer iPads to RMBC Members as a replacement for their RMBC laptop.

We have the option to offer iPads to Members on the condition that they relinquish their RMBC laptop and cease taking printed agendas.

The advantage of this option is that RMBC will save on both the printing costs and the costs of replacing the laptop (when it is due for refresh).

The disadvantage of this option is that it is likely that the mandatory surrender of the laptop would mean that many Members decline to take an iPad and RMBC will lose the associated print savings.

Whilst some Members feel that an iPad can serve as their sole computing device there are an equal number who have concerns about the limitations of an iPad's functionality (see section 7.2). The iPad trial has revealed that there are key tasks which are only possible from a laptop – these include effective email/document management and the ability to print.

This option is, therefore, not recommended.

Option 3: Offer iPads to RMBC Members without mandating that RMBC laptops are relinquished but do withdraw printed agenda packs for these Members.

Members have indicated that they are willing to cease taking printed meeting papers if they have access to an iPad (or similar).

The cost of an iPad to RMBC (including keyboard and cover) is £410. The average amount spent on printing agendas and minutes for Members is £630 per Member per year.

The table below shows the cost saving to RMBC, per Member, as a result of using an iPad instead of printed papers. The savings are shown over a period of 3 years as this is the approximate lifespan of an iPad (i.e. at the end of 3 years a new device will be needed).

Item	3 Year Cost
iPad 3 (inc. keyboard and cover)	£410
Good for Enterprise App (£6 per month)	£216
Good Reader for Good (optional) (£4 per month)	£144
Total 3 Year iPad Costs	£770
3 Year Printing Costs (average for 1 Member)	£1,890
3 Year Saving per Member	£1,120

If half of all Members choose to take an iPad instead of hard copy prints this will save RMBC £34,720 (31 x £1,120) over 3 years.

Furthermore, some Members have indicated that they intend to return their RMBC laptop in favour of an iPad (even if this is not mandated). If we assume that half of all iPad users choose not to also use a RMBC laptop this will save RMBC £8,985 (15 x £599) in laptop refresh costs.

It is estimated, therefore, that the 3 year saving to RMBC in offering iPads to Members will be in the region of £40,000.

Recommendation

It is recommend that RMBC offers iPads (as an optional tool) to all its Members and that any Member who chooses to take an iPad will no longer have the option to receive hard copy meeting papers. Members taking this option will also need to be instructed that they should not use their RMBC printers to produce meeting papers as this will merely transfer print costs to another RMBC department and remove our ability to make savings.

Members are to be permitted to retain their RMBC laptop should they prefer to.

It is recommended that the proposal to offer Members the opportunity to purchase an iPad through a reduction in their basic allowance is investigated further and, if proved feasible, is adopted.

7.5 Future Developments

Mobile computing is a particularly fast moving field. It is certain that new technologies will emerge which will address the current limitations of tablet devices which have been described above. By the end of 2013 we anticipate that there will be devices on the market which will fulfil the role of laptops and tablets and will remove the requirement to provide two devices to Members.

Recommendation

It is recommended that RMBC's Corporate ICT department continue to monitor and test developments in this field with a view to taking advantage of the efficiencies and savings offered by emerging technologies where a clear business case exists to do so.

8. Finance

The RMBC ICT Strategy (2011 to 2015) includes an increase in mobile working among RMBC Members and employees as one of its aims. The ICT Strategy capital budget includes provision for the purchase of tools to foster more agile working.

The financial impacts of the iPad initiative are discussed at section 7.3.

9. Risks and Uncertainties

If we do not include tablet devices as an option for Members and officers we will be unable to offer Members the technology they prefer, achieve the efficiency savings described above or deliver the Council's ICT Strategy.

Despite the fact that tablet computing can deliver cost savings, there is a tendency for iPads (or equivalent) to be seen as frivolous and not as serious business tools. We have previously received FOI requests asking how many iPads the Council owns – there is a risk that there will be further FOI requests along these lines and that this will lead to unwanted press attention.

10. Policy and Performance Agenda Implications

Policy and Performance issues are considered elsewhere in this report.

11. Background Papers and Consultation

- Deputy Leader Report – Tablet Computing for members (November 2012)
- Strategic Leadership Team (01/10/12)
- Corporate ICT, Information Governance and Web Strategy Board (22/11/12)
- RMBC ICT Strategy (2011 to 2015)
- Internal Audit Report (November 2010) – Access to RMBC email from Smartphones
- Internal Audit Report (July 2012) – Bring Your Own Device
- Human Resources, Procurement and Internal Audit have been consulted on security, financial and HR related issues in relation to BYOD and tablet use.

12. Contact Names:

Richard Copley, Corporate ICT Manager, Tel 54525
richard.copley@rotherham.gov.uk