

Deputy Leader

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

Date: Tuesday, 2 December 2014

Time: 4.30 p.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 7th October, 2014 (herewith). (Pages 1 - 4)
5. Environment and Development Services Revenue Budget Monitoring Report to 30th September 2014 (report herewith) (Pages 5 - 10)
6. Renewal of the Good for Enterprise Licence (report herewith) (Pages 11 - 15)
7. Updated Computer Re-Use Policy (report herewith) (Pages 16 - 22)
8. Webcasting RMBC Meetings (report herewith) (Pages 23 - 28)
9. Procurement of Software Licences from Northgate (report herewith) (Pages 29 - 30)
10. Date and Time of the Next Meeting - Tuesday, 13th January, 2015 at 4.30 p.m.

**DEPUTY LEADER
7th October, 2014**

Present:- Councillor Hoddinott (in the Chair).

An apology for absence was received from Councillor Sims.

D13. FARESHARE FOOD CONTRACT EXTENSION - REQUEST FOR EXEMPTION TO STANDING ORDERS

Consideration was given to the report presented by Steve Eling, Principal Officer, Policy and Partnerships, which provided details of the current contract for provision of food supplies to Community Food Members (CFM) by Fareshare Yorkshire in Rotherham, which was due to end on 31st October, 2014. Fareshare Yorkshire had delivered the provision since it started on 1st October, 2013.

It was proposed that the current contract with Fareshare Yorkshire be extended for a further five months until 31st March, 2015. During this time period the Council would undertake an open and competitive tendering exercise for a new contract to commence 1st April, 2015. The new contract would be for twelve months with an option to extend until 31st March, 2017 subject to continued demand, quality performance and finance/grant availability.

Clarification was sought on the consequences of not extending this service provision contract, which would result in the ceasing of the service in Rotherham of a key preventative service which would impact significantly on vulnerable people and families in the borough.

Resolved:- (1) That an exemption to the Council's Contract Standing Orders and Financial Regulations, as provided for by Standing Order 38, to waive Standing Order 47, be approved in order to extend the contract with Fareshare Yorkshire Ltd for the operation of the Rotherham Food Centre and provision of food to Community Food Members.

(2) That the contract be extended to 31st March 2015 to the sum of £15,154.

D14. RENEWAL OF THE GOOD FOR ENTERPRISE LICENCE

Consideration was given to the report presented by Colin Earl, Director of Audit and Asset Management, which detailed the Council's use of Good for Enterprise (GFE) as its mobile email application and also as a mobile device management application.

Details were provided on the current charging agreement and the number of device installations, the annual charge and the current arrangements.

Further information was sought on the proposals to move to an annual subscription model and it was suggested that clarification be sought on the number of user licenses proposed in light of the numbers using Good for Enterprise and those used by Blackberry. On this basis it was suggested that the matter be deferred for further consideration and reported back to the next meeting.

Resolved:- That the report be deferred pending further information and clarification and this be submitted to the next meeting of the Deputy Leader for consideration.

D1.

D15. ORACLE LICENCE AND SYSTEM SUPPORT RENEWAL

Consideration was given to the report presented by Colin Earl, Director of Audit and Asset Management, which detailed how the Council utilised UNIX servers and Oracle databases for its Enterprise Systems, including Swift Social Care and Revenues and Benefits.

The annual maintenance of the hardware and software costs were £22,844. Exemption from Standing Orders was, therefore, sought on the basis that only the supplier (Oracle) were capable of supporting this hardware and software.

Clarification was sought on the risks to not renewing this contract, which was critical to several key statutory services and could mean that they were unable to operate.

Reference was made to the advances in technology, the long term solutions and hosts and application of the Cloud First Policy, which was not appropriate in this case.

Resolved:- That the contract for hardware and support and maintenance of the UNIX servers and Oracle databases 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 £20,000 but less than £50,000).

D16. PROCUREMENT YORTENDER

Simon Bradley, Procurement Service Leader, gave a brief summary of the YORtender Portal used across the Yorkshire and Humber Region, which was Government funded for five years.

The e-portal is now used by twenty-two Local Authorities across the Yorkshire and Humber region, Rotherham has advertised contract opportunities of ~£100M on the e-portal over the past two years.

Emma Fairclough, Service Support/Customer Excellence Manager, gave a short presentation on the YORtender Portal specifically highlighting:-

- YORtender as an electronic contract management system.
- Procurement Portal for the Yorkshire and Humber Region.
- Rotherham's input in to the system.
- Rotherham was one of twenty-two authorities, of which seven developed the contract.
- The Project Group's migration.
- Rotherham's assistance with upgrade plans and future releases.
- The Portal's compliance with Standing Orders and Financial Regulations and a fully auditable based platform.
- Rotherham hosted training for the twenty-two authorities and trained one hundred and eighty officers.
- In-house training had also been provided for sixty officers across the Council.
- The benefits of the Portal including the connection through a single procurement approach, which could be hosted and used on multiple devices.
- Increased opportunity to collaborate with other Local Authorities.
- Rotherham is now the lead authority on a number of collaborative framework agreements at national and regional level.
- Links to the other authorities' websites and the numbers of tenders and quotes.
- Local suppliers' workshops and meet the buyer days.

Clarification was sought on whether the YORtender could go multi-regional, quantifiable savings, the OJEU process, Yorkshire Purchasing Organisation as a supplier and the opportunities for the voluntary and community sector to bid for contracts.

It was noted that the opportunities being offered to smaller companies opened up competition and the market placed.

Resolved:- That Emma Fairclough and Simon Bradley be thanked for their information and presentation.

D17. CABINET REPORTS AND MEMBERS' ISSUES

Jacqueline Collins, Director of Legal and Democratic Services, reported on:-

- The Corporate Governance Inspection in progress and the requests for information being met.
- An update on the next meeting of the Home Affairs Select Committee.
- Consideration of confidential items presented to the Cabinet and the release of confidential items to opposition members.
- An update on Human Resources matters arising from the Jay Report.
- Criteria for urgent reports.

Colin Earl, Director of Audit and Asset Management, reported on:-

- The budget monitoring report at Cabinet, which included the ICT virement.

Resolved:- That the information be noted.

D18. DATE AND TIME OF THE NEXT MEETING

Resolved:- That the next meeting of the Deputy Leader and Advisers take place on Tuesday, 4th November, 2014 at 10.00 a.m. with a briefing for the Deputy Leader and Advisers at 9.30 a.m.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
--

1	Meeting:	Deputy Leader
2	Date:	2nd December, 2014
3	Title:	Environment and Development Services Revenue Budget Monitoring Report to 30th September 2014
4	Directorate :	Environment and Development Services

5 Summary

To report on the performance against budget for the Environment and Development Services Directorate Revenue Accounts at **the end of September 2014** and to provide a forecast outturn for the whole of the 2014/15 financial year.

Members are asked to note the forecast outturn position of an under-spend of -£296k for the Environment & Development Services Directorate based on expenditure and income as at September 2014.

6 Recommendations

That the Deputy Leader notes the latest financial projection against budget for the year based on actual income and expenditure to the end of September 2014. This report is referred to the Self Regulation Overview and Scrutiny Select Commission for information.

7 Proposals and Details

7.1.1 Cabinet Members receive and comment upon budget monitoring reports on a monthly basis. This report reflects the position against budget for the period 1 April 2014 to 30 September 2014.

7.1.2 The table below summarises the forecast outturn against approved budgets for each service division:

Division of Service	Net Budget	Forecast Outturn	Variation	Variation
	£000	£000	£000	%
Asset Management, Audit and Insurance	8,222	8,034	-188	
Business Unit	579	519	-60	
Communications	803	806	+3	
Regeneration, Planning and Cultural Services	6,729	6,489	-240	
Streetpride	28,570	28,759	+189	
Total Environmental and Development Services	44,903	44,607	-296	0.66%

Following the September cycle of budget monitoring the Directorate has identified that it is likely to be underspent by -£296k (**-0.66%**) against its total net revenue budget of **£44,903k**.

7.1.3 The details below have previously been offered in a Briefing Note, but due to the timing of this meeting, this month this has not been circulated in advance.

SUBJECT: EDS REVENUE BUDGET MONITORING**1. Update on the current projections for EDS Revenue Budget Monitoring at the end of September 2014.**

The table below shows the monitoring figures for April – September with narratives explaining the current projections.

	April - Sept
Service	£000
Asset Management, Audit and Insurance	-188
Business Unit	-60
Communications	+3
Regeneration, Planning, Customer & Cultural Services	-240
Streetpride	+189
TOTAL	-296

Asset Management, Audit and Insurance -£188k

There are some small pressures across the Asset Management service which total **+£53k**: Health and Safety (+£18k) for costs incurred relating to the English Defence League demonstrations, and an under recovery of income for some training. All Saints toilets has a pressure (+£11k) which is due to an over spend on pay and a small under recovery of income against the budget. Riverside café and hospitality has a pressure (+£15k), also due to an over spend on pay budgets and an under recovery of income. Further pressures are being reported, CENT has some residual costs (+£2k) and Internal Audit (+£7k) pressure which is staffing related.

The pressures are now being offset by reported under spends which total **-£241k**. Facilities Management have reported the following savings, Commercial Properties (-£20k) due to additional rental income, and (-£152k) from Facilities Management of all council buildings. Further savings are being reported from the Corporate Environment Team (-£34k) and (-£15k) from the Capital Team, (-£15k) Caretaking and (-£5k) School Crossing Patrol.

Business Unit -£60k

The Service has declared an under spend on the training budget with a balance being retained for essential/mandatory training; this will be further scrutinised to consider if any further saving can be offered.

Communications +£3K

This small pressure is around staffing and marketing events, and work is ongoing to mitigate this pressure.

Regeneration, Planning, Customer and Cultural Services -£240k

A number of smaller pressures remain within the service area, RIDO is funding a replacement IT package, and has some staffing costs causing a pressure (+£29k). The Contact Centre (+£36k) pressure caused by additional staffing costs to ensure delivery of service. Cashiers (+£43k) mainly due to increased charges for use of paypoint and post office collection service. A further (+£33k) across a number of services, these remain under review to mitigate the pressure.

There are now an increased number of budgets reporting under spends which is partially due to some recently approved budget virements at Cabinet, and seeing more of an impact of the moratorium on spend. Business Centres due to retaining increased occupancy levels (-£60k). Cultural Services from Theatres (-£14k), Boston Castle and Museums (-£19k), and Libraries and Customer Services (including Riverside and Maltby) (-£245k) mainly due to the non-filling of vacant posts prior to the now implemented staffing restructure, and a reduction on expected spend from the materials fund, in line with the moratorium. Building Control (-£8k), due to an increase on applications. Planning Services have identified a small underspend due to the delaying of consultancy spend in this year (-£17k). A review of the Markets budget has identified an improved position of (-£18k).

Streetpride +£188k

At this stage in the year the service is reporting a pressure in **Network Management Services (+£224k)**, in the main this is due to failure to reach the income targets in Parking Services (+£290k); this is due to:

- a reduction in the number of staff parking permits issued as a result of the cheaper 'offer' from private car parks in the vicinity of Riverside House;
- the continuing downturn in income from off-street parking
- fall in the number of Parking Control Notices (PCNs) issued, and

Cabinet recently approved a budget virement in recognition of the likely impact of the new Tesco store opening mid-November which has reduced the pressure on this budget (last month reported £387k) this year. The remaining pressure is being partially mitigated by some savings in other areas (-£66k), mainly from Street Lighting energy savings.

There has only been a minor change since last month for **Leisure and Green Spaces** reporting a pressure (+£6k), an under recovery of income from Allotments (+£23k), and (+£9k) from the golf course. Country Parks have a pressure (+£32k) due to agency cover costs, and Trees and Woodlands have a staffing pressure (+£3k). There are some savings mainly due to working within the moratorium on spend, from Urban Parks (-£32k), and Landscape Design and general management (-£29k).

Community Services are reporting a pressure (+£69k) due to an over spend on Street Cleansing (+£53k), staffing vacancy factor costs (+£15k) and increased costs due to a new kennelling contract for the Dog Warden service (+£11k); these pressures are being partially offset by an underspend (-£10k) on Pest Control.

Waste Services are now reporting a improved position (**-£46k**) with Waste Collection under spent by (-£175k) mainly due to a WEEE (Waste Electrical and Electronic Equipment) rebate, effects of industrial action, increased income on bulky items and commercial waste. However, Waste Disposal has a pressure (+£149k) due to expected outlet not coming on line by the timetabled date, and needing to take more waste into other (higher cost) facilities than planned. There is also a small saving on Waste PFI due to reduced savings on external consultancy (-£20k).

An under spend has been identified within **Corporate Transport Unit (-£44k)** **mainly** from the Bus Services Operator's Grant, work is ongoing to establish if anything further can be saved. And the Corporate Account is now reporting (**-£21k**) largely due to the moratorium on non-essential spend.

Summary

The EDS reported pressures at April – September Monitoring shows an under spend forecast of -£296k.

As noted in earlier months, and still valid, there are some areas within EDS which could be over budget by the end of the financial year, but these are not currently being reported in the figures:

Winter Service has historically overspent by around (+£450k), a review of previous years data has updated the current estimate to year end as a £417k pressure, but this could fluctuate depending on the severity of the weather.

Planning income was under recovered last year (+£93k), at this stage it is too earlier to predict whether this financial year will outturn the same, as early months have seen some significant planning applications.

Riverside Café could potentially show an under recovery of income due to this service having to increase the price to customers to cover the increase on food prices. This could potentially mean the café may have fewer customers in the future.

Details have been requested on the following types of spend :

Agency Costs

Total expenditure on Agency staff for Environment and Development Services for the period ending 30th September 2014 was £422,078. This was £380,233 for the same period 2013.

Consultancy

For the period ending September 2014 the total expenditure on Consultancy was £48,834 this follows a review of spend by staff in EDS. The reported spend for the same period in 2013 was £105,074.

Non contractual Overtime

Actual expenditure to the end of September, 2014 on non-contractual overtime for Environment and Development Services is £207,530 whilst the same period to September 2013 spend was £253,607. Please note that the data for 2013/14 did not include Asset Management for the full year.

The actual costs of Agency, Consultancy and Overtime are included within the financial forecasts.

Currently ICT is reported via Resources staff

8. Finance

There are no other details to report this month.

9. Risks and Uncertainties

The overall Directorate budget shows an under-spend of -£296k which has been identified and explained above and in the appendices. Winter Service, Planning Income and Riverside Café have been identified as areas that could potentially report a pressure by year end.

10. Policy and Performance Agenda Implications

Directorate budgets are aligned only to corporate priorities and spending within the agreed Directorate cash allocation is key to demonstrate the efficient Use of Resources.

11. Background Papers and Consultation

This is the fifth budget monitoring report in this format for the Directorate for 2014/15 and reflects the position from April 2014 to September 2014. This report has been discussed with the Strategic Directors for Environment and Development Services and the Chief Finance Officer.

Contact Name: Andy Sidney – Finance Manager (EDS and Capital) – 01709 822025

E-mail: Andy.sidney@rotherham.gov.uk

ROTHERHAM METROPOLITAN BOROUGH COUNCIL

1.	Meeting:	Deputy Leader – Delegated Powers Meeting
2.	Date:	2nd December, 2014
3.	Title:	Renewal of the Good for Enterprise licence
4.	Directorate:	Environment and Development Services

5. Summary

The Council uses Good for Enterprise (GFE) as its mobile email application, and also as a mobile device management application. GFE is a vital tool enabling agile working through remote and 24/7 access to email.

The current charging agreement is per device and consists of an activation charge and an annual subscription charge per device. At present the authority has GFE installed on 351 devices, at an annual charge of £23K. However, as we retrieve c500 blackberries from staff over the next few months, the usage of GFE will increase substantially. Along with other expected increases in demand, this will create a large increase in the number of devices requiring GFE and a substantial increase in charges under the current charging licencing agreement.

In view of the above, it is proposed to move to a subscription model for 1,200 user licences for use on unlimited devices, which is expected to meet the Council's demand for the next 3 years. The annual subscription charge would be c£41k and would represent a saving of £55k per year when compared to projected costs using the current per-device approach.

6. Recommendations:

The Cabinet Member for Finance is asked to:

- **Approve a move to a 3 year subscription model for Good for Enterprise. This will cost £41k per year and will achieve savings in the region of £164K over the 3 year period.**
- **Approve that this proposed change in subscription 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 Good via Vodafone.**

7. Proposals and Details

RMBC uses the Good for Enterprise (GfE) app to securely deliver RMBC data to smartphones and tablets. This includes email, calendar, contacts and Intranet access.

RMBC currently has to buy a GfE licence for each device that has the app installed. This costs RMBC £50 per device (one-off) and £5.50 per device per month ongoing. At present the authority has GfE installed on 351 devices, at an annual charge of £23K.

7.1 Criteria for Provision of Mobile Devices/Good

The eligibility criteria for issuing mobile phones to staff are set out in the RMBC Electronic Communications Policy – an extract from which is included below:

The criteria for the issue of mobile phones and other handheld technology will vary within each directorate, due to the nature of the service. Although the reasons for issuing mobile phones and other devices will depend on the requirements of the service, the principles of determining the need and benefits of issuing equipment should meet one or more of the following criteria:

- *The issue of equipment will significantly reduce risk such that employees can be reached in the case of emergency.*
- *A measurable business benefit with regards to cost savings is gained through the issue of mobile phones and/or other devices.*
- *There is a clear business benefit resulting in enhanced customer service through better access.*
- *Sufficient legitimate out of hours contact is required to maintain cover and/or emergency contact for the service.*

It is the responsibility of the appropriate manager to ensure that the criteria is met and that there is a clear business benefit and need for mobile phones or other handheld technology (e.g. smart phones) to be issued within their budget.

In addition, the following is an extract from a Team Briefing (22nd January 2014) relating to the withdrawal of BlackBerrys:

- *If you require a device to (frequently) access e-mails and make or receive calls then a smartphone with the Good for Enterprise App will be issued.*
- *If you only use a device to make and receive calls then a standard handset will be issued (non-smartphone).*
- *If you only use a device to make and receive calls and send/receive occasional e-mails you can use your own phone and install the Good for Enterprise App if you and your manager feel that this would benefit you (e.g. to enable flexible working from other office locations or home). The Good for Enterprise App costs £5.50 per month so will require manager approval.*

Employees may also request that Good is installed on their personal or RMBC tablet computer – again, this can only be done with line manager approval.

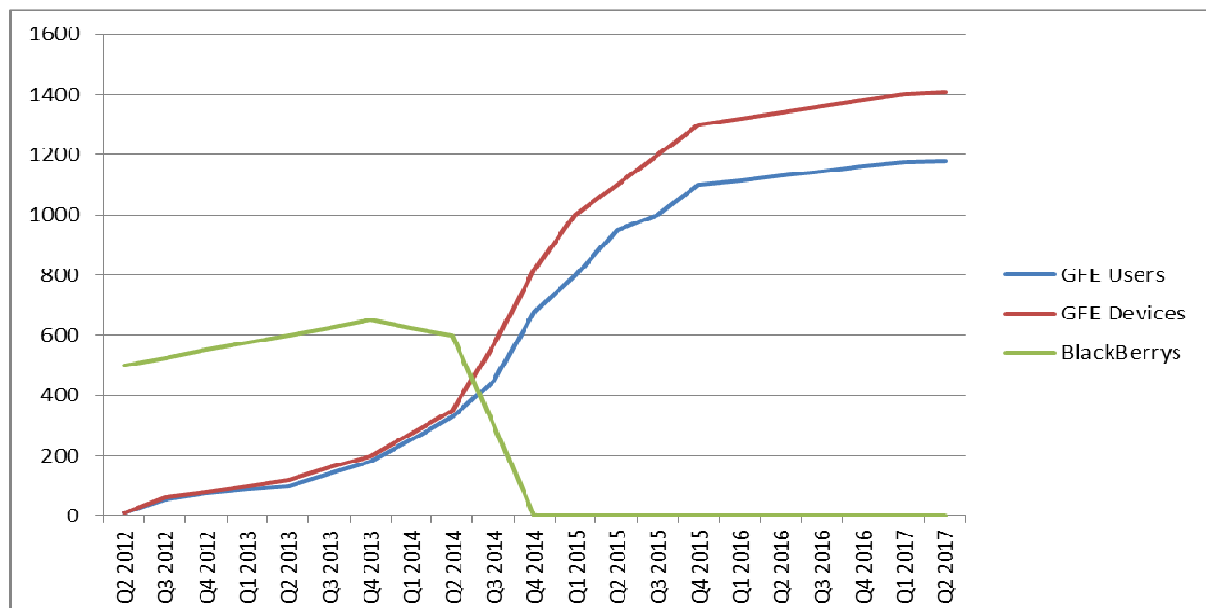
A new briefing is to be issued by the RMBC HR Team to remind line managers of the criteria associated with the issuing of a handset for business purposes benefits The Electronic Communications Policy is to be updated to include guidance on Good for Enterprise.

7.2 Demand for Good for Enterprise

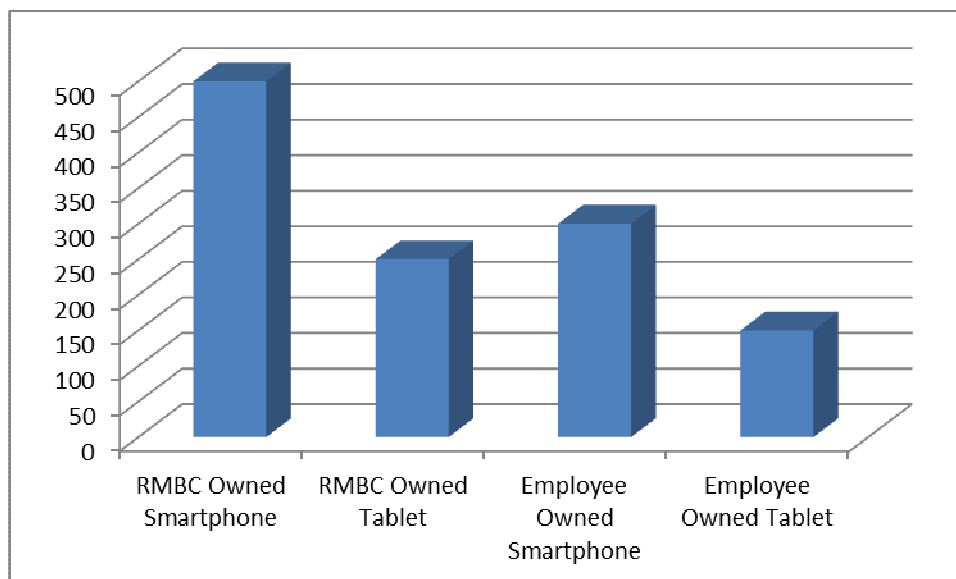
We expect demand for GfE to increase significantly, primarily for 3 reasons:

- 1) RMBC is ceasing to use BlackBerrys for mobile email and will be consolidating on a single mobile email platform (GfE). By the end of 2014 we will have retrieved BlackBerrys from over 500 employees (including social workers, benefits advisers, building management staff and housing officers) and most of these will need to be replaced by a smartphone running GfE.
- 2) RMBC employees work in an increasingly mobile manner. Employees work from a variety of locations and always need to be connected to key RMBC systems such as email and calendars. Furthermore, we are increasingly utilising iOS and Android tablets to enable mobile working and each of these is delivered with GfE installed to allow employees to communicate much more efficiently.
- 3) Many GfE users have a requirement to access the app from more than one device (eg a smartphone and a tablet). Furthermore we are seeing a marked increase in the use of Android and iOS tablet computers for field workers and these need to have GfE installed.

GfE is crucial to the Council's current and future 'way of working' and the changes outlined above mean that the number of GfE licences that the Council will be procuring over the next few years is set to increase sharply. The graph below shows the growth (current and anticipated) in the use of GfE.



The chart below shows the projected breakdown of the different devices that will be in use with 1200 installation of GfE.



In order to minimise costs, RMBC will need to move from a per-device licence model to a per-user annual subscription model. By moving to a 1,200 user license now we can allow for each user to install GfE on an unlimited number of devices at no extra cost and with no upfront installation fees. The annual charge for the new licencing model (3 year contract) is £41k. The table below shows the savings which will be made as a result of moving to the new per-user model (based upon predicted growth in GfE usage).

Quarter	Users	Devices	Old Licencing Model		New Licencing Model		Saving New vs Old
			Setup Cost	Rental for Quarter	Setup Cost	Rental for Quarter	
Q3 2014	450	570	£10,950	£9,405	£0	£10,250	-£10,105
Q4 2014	680	820	£12,500	£13,530	£0	£10,250	-£15,780
Q1 2015	800	1000	£9,000	£16,500	£0	£10,250	-£15,250
Q2 2015	950	1100	£5,000	£18,150	£0	£10,250	-£12,900
Q3 2015	1000	1200	£5,000	£19,800	£0	£10,250	-£14,550
Q4 2015	1100	1300	£5,000	£21,450	£0	£10,250	-£16,200
Q1 2016	1115	1320	£1,000	£21,780	£0	£10,250	-£12,530
Q2 2016	1130	1340	£1,000	£22,110	£0	£10,250	-£12,860
Q3 2016	1145	1360	£1,000	£22,440	£0	£10,250	-£13,190
Q4 2016	1160	1380	£1,000	£22,770	£0	£10,250	-£13,520
Q1 2017	1175	1400	£1,000	£23,100	£0	£10,250	-£13,850
Q2 2017	1180	1410	£500	£23,265	£0	£10,250	-£13,515
						Total saving over 3 years	£164,250

If RMBC elects to continue with the current per-device licencing model it is estimated that this will cost in excess of £164k more than the new per-user licencing model (over 3 years).

In addition to this cost avoidance the new licencing model affords RMBC access to extra features within the Good suite of products, including the ability to more easily deploy apps and data to devices and to better control the security settings for each device.

7.3 Procurement

Good is a proprietary software and cannot be obtained from anyone else. However, good do not deal directly with their customers; instead they use an intermediary reseller.

Vodafone is Good's current reseller to the Council. Good has advised that Vodafone's pricing is currently the best in the UK. As part of this process the Corporate Procurement Service engaged with three additional GfE software re-sellers to confirm the above. All three providers could not compete with the level of discount being offered to Vodafone with this solution.

In light of this, and the costs that would be involved with re-tendering the re-seller contract, it is proposed to award the contract to Good via Vodafone.

8. Finance

Users will not be charged for installation, but they will be each recharged £5.50 per month for the usage of GfE as is the current arrangement. This will enable the licencing charges to be recovered by ICT, who will meet the initial cost through the ICT Change Budget.

9. Risks and Uncertainties

Without a PSN accredited mobile device management solution we are unable to protect RMBC's data and retain our PSN connection.

10. Policy and Performance Agenda Implications

Mobile computing is considered a key tool in increasing employee performance and productivity.

11. Background Papers and Consultation

- Corporate ICT, Information Governance and Web Strategy Board
- Consultation with RMBC ICT and Procurement Teams
- RMBC ICT Strategy
- RMBC Electronic Communications Policy
- RMBC Team Briefing 'The Withdrawal of BlackBerrys' January 2014

12. Contact Names:

- Richard Copley, Corporate ICT Manager

ROTHERHAM BOROUGH COUNCIL REPORT

1. Meeting:	Deputy Leader Delegated Powers
2. Date:	December 2nd 2014
3. Title:	Updated Computer Re-Use Policy
4. Directorate:	EDS

5. Summary

This document sets out Rotherham Metropolitan Borough Council's proposed policy towards computer hardware disposal and re-use. It is proposed that when a computer becomes surplus to requirements it can be bought by Members or officers for personal use or donated to community groups.

6. Recommendations

The Deputy Leader is asked to:

- **Support the proposal to allow for the sale or donation of surplus computers and the inclusion of a contract setting out the responsibilities for each party.**

7. Proposals and Details

In April 2008 SLT approved a new RMBC hardware re-use policy which prevented surplus RMBC equipment being sold to Members or officers for personal use or being donated to community groups.

At that time the number of people employed by the Council was still increasing year-on-year and, as such, it was rare for computers to become surplus as they could generally be re-used internally. The situation in 2013 is that the Council's headcount is now reducing and this tends to liberate computers for which we do not have a use.

A further barrier to re-use of computers in 2008 was the complexity introduced by the nature of the Council's outsourced ICT provision. RBT had resisted offering machines for re-use and previous attempts to agree commercial terms on this topic had been unsuccessful.

In May 2013 the Corporate ICT, Information Governance and Web Strategy Board agreed to begin to offer computers for re-use and a proposed policy was approved by the Board (see Appendix 1).

In the period since May 2013 RMBC has sold or donated 137 laptops, the vast majority of these having being donated to community groups or schools. Whilst this has been beneficial for the recipients of the laptops it has become burdensome for Corporate ICT because the recipients have an expectation that the laptops will be supported by RMBC indefinitely.

Corporate ICT does not have the resources to support donated equipment post-donation. It is now necessary, therefore, to ask recipients to agree to a 'contract' before machines are delivered. The Board is asked to approve the wording of the contract set out at Appendix 2.

8. Finance

This proposal is cost-neutral to RMBC – we will recover our costs via the charge to Members/officers for this equipment.

9. Risks and Uncertainties

There is a risk that sensitive information stored on computers is not properly removed. This is mitigated by the hard-drive cleansing processes already in place.

There is a risk that 'after sales' support for ex-RMBC kit becomes overly burdensome for Corporate ICT. This is mitigated by adopting a strict policy of not supporting this kit after it has passed out of RMBC ownership.

10. Policy and Performance Agenda Implications

None.

11. Background Papers and Consultation

- RMBC ICT Strategy (2011 to 2015)

12. Contact Names:

Richard Copley, Corporate ICT Manager

Tel 54525

richard.copley@rotherham.gov.uk

Appendix 1: RMBC Computer Equipment Re-use Policy

RMBC computer equipment may be offered for sale or donation at the discretion of the Director with responsibility for RMBC's ICT function. This is limited to laptops (and other portable computing devices), desktops, mice, keyboards and monitors.

The following conditions apply:

- **Surplus equipment must exist** – whilst ever equipment can be re-used by the Council it will not be available for sale to Members/officers or donation to community groups.
- **Price** – Any residual value will be recouped, as will RMBC's costs, including labour. Where an item is donated rather than sold RMBC will not charge for the equipment but reserves the right to cover its labour costs. The indicative prices for each item are as shown below (prices will vary depending on the age of the equipment):
 - Laptop - £120
 - Desktop - £50
 - Mouse - £3
 - Keyboard - £5
 - Monitor (assumes 19") - £30
 - Other kit – price on application
- **Warranty/Support** – RMBC does not have the resources to offer free 'after sales' support or guarantees on any hardware it supplies to third parties. All ex-RMBC hardware is supplied without guarantees and with no offer of support from the ICT function. The exception to this is where the recipient of the equipment has agreed a separate (chargeable) support contract with RMBC.

- **Software** – All software will be removed from the devices before delivery. Computers will be restored to the OEM (Original Equipment Manufacturer) version of the operating system (OS). The Microsoft Office suite is licenced for RMBC use only and will be removed. It is the new owner’s responsibility to source and install all software over and above the OEM OS – RMBC cannot assist with this.
- **Security** – we must ensure that all old equipment has the data stored on it ‘wiped’. RMBC will securely erase all data before the machine passes out of RMBC ownership.

Appendix 2 – support contract

Rotherham MBC IT Support Contract



Scope:

This IT support contract outlines the responsibilities of both RMBC and [3rd Party] with regards the provision of laptops and other IT equipment provided free of charge.

NB: RMBC can support donated equipment past the 7 days specified in this contract only on the negotiation of a separate (chargeable) support contract with RMBC. Please contact us if you would like to arrange such an agreement.

Parties:

This IT Support contract is between:

Rotherham MBC	[The 3rd Party]
Riverside House Main Street Rotherham South Yorkshire S60 1AE Contact: ServiceDesk@rotherham.gov.uk	

Dates:

This contract begins on the date of delivery\collection and will run for a period of 7 working days from delivery of the equipment to [3rd party].

Equipment and Services covered:

This contract covers the equipment, software and services listed in the table below. This list may be updated at any time, with agreement from both parties.

Hardware		
Item Type \ Model	Serial Number	Windows Product Key
Services		
Rotherham MBC will provide support for the equipment for 7 working days following delivery. Any faults, problems or queries should be directed via email to ServiceDesk@rotherham.gov.uk		

Exclusions:

As this IT Support contract is written in a spirit of partnership, Rotherham MBC will make the best-possible efforts to provide support and rectify problems as requested. However, this agreement only applies to the equipment listed above.

Additionally:

- This contract does not cover problems caused by using the equipment in a way that is not recommended.
- If the [3rd party] has made changes to the configuration of the equipment this agreement may not apply.
- If the [3rd party] has prevented the supplier from performing required maintenance there may be a delay in resolving issues.

Responsibilities

Rotherham MBC responsibilities:

Rotherham MBC will:

- Wipe all Rotherham MBC data from donated laptops.
- Install the original Microsoft Windows OEM shipped with the laptop.
- Install the latest Service Pack
- Install latest Windows updates

- Install the latest version of Internet Explorer.
- Install Google Chrome browser.
- Install Microsoft Security Essentials. This free software helps guard against viruses, spyware and other malicious software.
- Install Open Office. Click on the following link for software information.
<https://www.openoffice.org/>
- Install Adobe Reader
- Remove the BIOS password set for Rotherham MBC.
- Advise the 3rd party where and when the equipment can be picked up from at a date\time mutually agreed.
- Provide support for 7 working days as outlined in this contract.
- Provide best endeavours to resolve any faults or problems in a timely manner.

[3rd Party] responsibilities:

- To collect the equipment at a location and at a date\time agreed by both parties.
- To test all equipment as soon as possible.
- Email ServiceDesk@rotherham.gov.uk with any faults, problems or queries within 7 working days of delivery.
- Return the equipment to Rotherham MBC should any faults or problems arise within the 7 working day period.
- Agree that once the 7 working day period has expired then Rotherham MBC takes no responsibility over the donated equipment.
- Agree to conform to the Governments Waste Electrical and Electronic Equipment (WEEE) regulations at such time as the equipment is no longer required. Please click on the following link for the Government guidance notes:
<https://www.gov.uk/government/publications/weee-regulations-2013-government-guidance-notes>

Signatures

This IT agreement is agreed between Rotherham MBC and [3rd Party]:

Signed on behalf of Rotherham MBC:

Name:

Position:

Date:

Signed on behalf of [3rd Party]

Name:

Position:

Date:

ROTHERHAM BOROUGH COUNCIL

1.	Meeting:	Deputy Leader Delegated Powers
2.	Date:	2nd December 2014
3.	Title:	Webcasting RMBC Meetings
4.	Directorate:	Resources

5. Summary

This paper considers the introduction of webcasting for Council meetings as a permanent arrangement, following an initial trial during late 2014.

It presents the main issues, a summary of the costs and benefits in the introduction of webcasting.

6. Recommendations

The Deputy Leader is asked to approve that:

- **RMBC will begin webcasting selected meetings as part of the Council's commitment to improving engagement and transparency in local democracy.**
- **That the webcasting contract is awarded to Public-i at an annual cost of £15k per year, initially for a period of 2 years.**

7. Introduction

The Council is committed to improving engagement and transparency in local democracy and the decision-making process.

As part of this commitment, an increasing number of local authorities now opt to webcast some of their formal meetings in order to provide greater access to the democratic process.

Webcasting uses streaming technology to distribute video and audio coverage of a meeting or event. This footage can be accessed live, or after the event, by anyone with a suitable device (e.g. laptop, smartphone, tablet) and internet access, anywhere in the world.

The Council trialled the use of this technology to webcast several high-profile meetings which took place following the publication of the Alexis Jay report. Given the significant public interest in these proceedings the Council wanted to ensure as many people as possible could access the discussion and decision-making process. The service was provided by an external company, as the technology and resources do not currently exist in-house.

The webcasts attracted significant viewing figures (below and attached at appendix one). While these cannot be taken to be representative of what could be expected of other meetings, it demonstrates the ability and appetite that exists to access local government through digital means.

A summary of the viewing statistics is attached at appendix one, and the headline figures for each meeting are outlined below:

Cabinet (3 Sept)	1,388	unique viewers
Full Council (10 Sept)	580	unique viewers
Police & Crime Panel (11 Sept)	966	unique viewers
TOTAL	2,934	unique viewers

Significant changes in the rights of individuals to use modern technology and communications tools and platforms to report on council meetings they are attending have also recently come into force (6 August 2014), through the Openness of Local Government Bodies Regulations 2014.

Although the Regulations do present a major change to the way in which people can report Council meetings, they also provide an opportunity to those involved to show the relevance and importance of the decisions made by the Council, and the positive and constructive way in which Council business is conducted. They also have a role to play in encouraging greater understanding of, and stimulating greater involvement in, local democracy

7.1 Potential benefits of webcasting

Improving public engagement with and transparency in local democracy and the decision-making process by:

- Increasing the number of people who can access the proceedings of council meetings, including those who are unable or do not want to attend in person
- Creating an archive of council meetings which can be viewed at the convenience of members of the public, and as a matter of public record
- Ensuring greater equality of access to council information
- Increasing public understanding of the workings of local government
- Giving media greater access to report on council meetings and decision-making
- Provide members of public with a complete context and content of meetings, rather than just those sections selected for media use

In addition:

- Members not able to participate in a meeting for any reason would be able to view meetings live, and after the event
- Members would be able to draw on webcasts as a resource for the purposes of tracking debate on particular issues or for the purposes of drawing constituents' attention to relevant parts of a Council meeting
- It could provide a learning resource (e.g. in relation to citizenship lessons in schools or induction training for both officers and Members)

7.2 Scutiny Review of Standing Orders

The issue of webcasting was discussed at a meeting of Members on October 24th 2014 which was convened to review RMBC's standing orders. The review group considered options for webcasting meetings. It noted that whilst there is no requirement for Councils to webcast meetings, in the interests of openness and transparency it asked that this practice be continued.

The review group also noted that under the recent Openness and Accountable Local Government guidance:

“...councils and other local government bodies are required to allow any member of the public to take photographs, film and audio-record the proceedings, and report on all public meetings.” (DCLG, 2014, p5)

It was noted that no prior permission is required to carry out this activity, and that the rules require local government bodies to provide 'reasonable' facilities for any member of the public to report on meetings.

The review group recommended that the following meetings be webcast as a matter of course:

- Full Council
- Cabinet
- Planning Board
- Overview and Scrutiny Management Board

Other meetings could be webcast if it was deemed to be of significant interest.

Given the restrictions of Committee Rooms 1 and 2 (the high ceilings and lack of microphones make for poor acoustics) the review group recommended that the only the Council Chamber be set up to webcast. It also asked that options for fixed microphones in the public gallery (controlled by the Chair) be explored (this is being done as a separate piece of work).

7.3. Options and Costs

There are 2 broad options which RMBC can choose from when considering webcasting meetings.

7.3.1 Option 1: Buy in a 'Ad hoc' webcasting service

Under this model we would have no equipment or expertise in-house. Instead we retain a third party to come in, with equipment, as and when needed (this is the option which has been exercised during the trial meetings in September 2014).

- Pros – no burden on RMBC resources, professional presentation, known to work. This is a good solution if the number of meetings to be broadcast is very low.
- Cons – very expensive in the long term. Ad hoc webcasting services will cost between £500 and £2,500 per meeting depending on the sophistication of the service/equipment used.

The review group (mentioned above) discussed the current costs of ad hoc webcasting and agreed that it was financially unsustainable to continue to operate in this way.

For these reasons this option is not recommended.

7.3.2 Option 2: Use a permanent solution

Under this model we would install and operate permanent hardware (cameras and audio - this can be owned or leased) but the webcasting mini-site, presentation, archiving etc is managed by a 3rd party.

- Pros – professional presentation and cheaper than an ad hoc service (Option 1). This is a proven model across Local Government and appears to be the solution most commonly employed across the sector.
- Cons – will require attention from RMBC staff at every meeting to be webcast. The cameras are automated and will pan and zoom to each speaker based upon integration with the Chamber's microphone system. This means the cameras do not need 'operating' but a RMBC member of staff will be required to initiate/terminate each webcast and be available should the webcasting company detect any issues with the broadcast.

Colleagues in RMBC Procurement and ICT have issued a formal invitation to tender for this work and two bids were received – Citizen's Interactive Broadcasting Ltd and Public-i. Each supplier took a different approach to the solution.

Citizen's Interactive Broadcasting (CIB) Ltd – this company's proposal called for RMBC to purchase outright the basic requisite hardware (audio/visual equipment) and web hosting and then a CIB employee would be attend each meeting to do the actual 'filming'. CIB's quote is £37,125 over 2 years, the bulk of this charge relates to staff time in filming the meetings.

Public-i – this company's proposal calls for RMBC to lease the hardware which is then monitored remotely by Public-I with some intervention from RMBC staff to start/end the webcast. Public-I's quote is £30,187 over two years.

RMBC Procurement and ICT scored the two tenders based upon quality. The Public-I offering is more mature, sophisticated and feature-rich than CIB's. Public-I is the market leader in this area and holds the majority of contracts for local government webcasting managed services. In addition Public-I include several 'add-ons' that will be useful to the Council.

In conclusion the Public-I offering is the cheaper of the 2 bids and offers the solution that most closely fits RMBC's needs.

7.4 Recommendation

The Deputy Leader is asked to approve that:

- RMBC will begin webcasting selected meetings as part of the Council's commitment to improving engagement and transparency in local democracy.
- That the webcasting contract is awarded to Public-i at an annual cost of £15k per year, initially for a period of 2 years.

8. Finance

The cost to RMBC is £15,000 per annum with an initial contract of 2 years.

9. Risks and Uncertainties

Webcasting of meetings will add extra responsibility and increased workloads for Secretariat, Town Hall, ICT and Communications and Marketing staff at a time when headcount is reducing and there is no capacity to take on extra work. The detailed arrangements for day-to-day management of the webcasts is yet to be determined but it is envisaged that workload will be shared across the teams listed above.

10. Policy and Performance Agenda Implications

Discussed elsewhere in the report.

11. Background Papers and Consultation

- Scrutiny review: Standing Orders (24.10.2014)
- Corporate ICT, Information Governance & Web Strategy Board (13.11.2014)

Contact Names

- Richard Copley, Corporate ICT Manager
- Mandy Atkinson, Communications and Media Manager

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
--

1.	Meeting:	Deputy Leader
2.	Date:	2nd December 2014
3.	Title:	Procurement of software licences from Northgate
4.	Directorate:	Resources

5. Summary

To enable the Council to implement the Housing Benefit SHBE Oct 2014 Changes, HMRC/RTI Oct 2014 & ATLAS/ETD Oct 2014 functionality from 1st December 2014, there is a need to use the Northgate software functionality enhancement.

Exemption from Standing Orders for procuring these new, software licence keys is sought as the provision of the HB software can only be supplied by Northgate.

6. Recommendations

It is recommended that the contract for the purchase of a software licence key 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 £5k but less than £20k) and the purchase be made from Northgate.

7. Proposals and Details

The Council uses Northgate software to administer Housing Benefit. From December 2014, new legislation will introduce SHBE Oct 2014 Changes, RTI Oct 2014 & ATLAS/ETD Oct 2014 functionality as part of Housing Benefit processing.

DWP have confirmed that an amount has been negotiated between Northgate and DWP of £8,685 for these legislative changes. The licences will enable Housing Benefits to process SHBE Oct 2014 Changes, RTI Oct 2014 & ATLAS/ETD Oct 2014 and facilitate changes to the DWP files.

The software licence keys will cost £8,685. There will be no additional Support and Maintenance charges for this software.

Additional grant funding was paid to the Council on 31st October 2014 by Central Government to cover the cost of implementing this change. The funding will be used to meet this cost.

ICT and Procurement Services have confirmed that the provision of HB software can only be supplied by Northgate. No other supplier can provide this service. Legal and Financial Services have also been consulted and they have confirmed their agreement with the proposals.

8. Finance

The costs outlined above are covered by funding from central government, as indicated.

9. Risks and Uncertainties

The software is critical to the future administration of the Housing Benefit Scheme. Without it the authority will be unable to meet its legal requirements to calculate Housing Benefit, which would result in substantial subsidy losses for the authority.

10. Policy and Performance Agenda Implications

The provision of Housing Benefit software will enable the Council to continue to administer Housing Benefit and meet its statutory duty for administering Housing Benefit reductions for claimants who are affected by it.

11. Background Papers and Consultation

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

Contact Names: Robert Cutts, Revenues and Benefits Manager, Resources Directorate
Tel. ext. 23320, robert.cutts@rotherham.gov.uk