

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:

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