

**MONMOUTHSHIRE COUNTY COUNCIL  
REPORT**

<p><b>SUBJECT: Members ICT Survey</b> <b>MEETING: Democratic Services Committee</b> <b>DATE: 6 September 2021</b> <b>DIVISION/WARDS AFFECTED: All</b></p>
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**1. PURPOSE:**

To consider the survey to members of ICT needs to assist with the selection of ICT equipment for the next term of Council.

**2. KEY ISSUES:**

In recent years, councils have become more reliant on the use of ICT to assist councillors in delivering their roles. Obviously, the pandemic has increased reliance on ICT with the move to remote and hybrid meetings but councillors also undertake the work in a paperless environment, use more apps and digital services to report issues and keep track of casework, and undertake training and meetings with outside bodies electronically.

At the 2017 elections, all councillors were provided with a Microsoft Surface Pro to enable them to undertake their council work. The device was lightweight, can be used as a tablet or a laptop and is fully supported by the Council ICT provider (SRS). Crucially at the time, with all councillors using the same equipment it meant that first line support through democratic services could be provided in a consistent and more efficient way, resolving issues much quicker than if there were multiple devices using different operating systems. On the whole, these devices have worked well for members and lasted the required life of the term of Council.

There have however been a few drawbacks to this device. Some members have found the screen size to be too small and others prefer a laptop device rather than the hybrid of a tablet/laptop. It has also been apparent that with the additional use of the devices in the last 18 months that instances of overheating and flickering screens as a result of the overheating have caused issues for members.

With all devices issued by the Council now operating under windows 10 and Office365, support is consistent across the board whether members have a laptop or tablet device which opens up different avenues of ICT options depending on a councillors preference.

With this in mind, all Councillors will be sent a short survey to inform the digital team as to how members use ICT and what they deem important to them in carrying out their role. The results of this survey will guide the digital team in considering the most suitable ICT devices that can be used following the 2022 elections and for the next term of Council.

Below are the questions included in the members ICT survey. If members think anything is missing or there are key aspects missing these can be added to the survey.

- Do you often work and travel to different locations? (yes/no)
- Is your preference to have a bigger laptop screen or something that is lighter in weight? (bigger screen/lighter device?)
- Do you find using a touch screen beneficial for the work you do? (yes/no)
- Do you prefer working on a tablet device (like a surface pro) or on a laptop? (Tablet/Laptop)
- Do you have a monitor to use as a larger screen at home, would find a larger screen beneficial or don't need one? (Yes, Would find it beneficial, don't need one)
- Once we return to physical meetings, is it your intention to attend (remotely, in person, mix of both to meet own needs)
- What do you think are the key factors that your ICT device needs to enable you to undertake the work in the way you want to (freetext answer)
- Any other comments (freetext answer).

The next meeting of the committee is the 8<sup>th</sup> November 2021 and provided procurement timelines allow members of the committee will be given details of the options available at that meeting. If procurement timescales require us to order the equipment early, members will be sent the relevant information via email.

**3. RESOURCE IMPLICATIONS:**

None. Responses will inform the procurement of replacement ICT for the next term of Council.

**4. SUSTAINABLE DEVELOPMENT AND EQUALITY IMPLICATIONS:**

The survey will ensure that all members regardless of skills and capabilities will be able to utilise and have access to ICT to undertake their role as councillor.

**5. SAFEGUARDING AND CORPORATE PARENTING IMPLICATIONS:**

None.

**6. AUTHOR:**

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