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Appendix 1 – ICT Usage Survey Results - 2012

The following questions and answers were taken from a 2012 survey where Members were asked to identify their ICT usage. This survey was used as a basis for identifying a suitable device to give Members during the trial. Of the 60 Elected Members at Newcastle under Lyme Borough Council, 37 responded to the survey invite.

What do you currently use IT equipment for in relation to your work as a Councillor?

I do not use IT equipment	18.90%	7
Reading/Writing and managing email (from your personal or party account)	78.40%	29
Writing letters/reports	67.60%	25
Making notes at meetings	10.80%	4
Managing your diary and meeting commitments	48.60%	18
Communicating privately with other members	75.70%	28
Viewing Committee papers, minutes or agendas	56.80%	21
Reading/Writing and managing email (from your Council email account)	73.00%	27
Accessing the Members Website	54.10%	20
Video Conferencing	0.00%	0
Creating “reminders” to undertake work	18.90%	7
Surfing the internet	56.80%	21
Viewing/Commenting on Planning Applications	56.80%	21

What kind of equipment do you currently use in relation to your work as a Councillor?

Personal laptop	62.20%	23
Personal tablet PC (such as an iPad)	13.50%	5
Personal mobile phone	62.20%	23
Council laptop	5.40%	2
Council printer	5.40%	2
Council internet (at a Council building)	13.50%	5
Personal desktop PC	35.10%	13
Personal printer	64.90%	24
Personal broadband	75.70%	28
Council desktop PC	5.40%	2
Council mobile phone	2.70%	1
Other	2.70%	1

Where do you access the equipment you currently use in relation to your work as a Councillor?

At home	94.60%	35
When “on the move”	29.70%	11
When meeting the public	16.20%	6
At the Council offices	16.20%	6
At my place of work	24.30%	9
Other	2.70%	1

If the Council were to consider devices which provide Members an electronic alternative to printed committee papers and agendas, what do you think are important considerations?

Lightweight	63.90%	23
Long battery life	58.30%	21
Secure information storage	50.00%	18
Move through pages with ease	55.60%	20

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Ability to share information	44.40%	16
Ability to select committees and groups of interest regardless of participation	47.20%	17
Ability to be used anywhere	55.60%	20
Simplicity of use	55.60%	20
Have a page like display	41.70%	15
Ability to make notes	41.70%	15
Ability to access "live" information	41.70%	15
Other	11.10%	4

If the Council were to consider devices which provide Members with the facilities to work without paper, what do you think are important considerations?

Access the internet	77.80%	28
Read/write/manage personal email	63.90%	23
An electronic calendar with reminders	50.00%	18
Tools to deliver services for residents (such as reporting problems like graffiti or fly-tipping)	55.60%	20
Ability to take photographs	33.30%	12
Ability to access social media such as Twitter or Facebook	13.90%	5
Provision of assistance and training	55.60%	20
Access the Members website	61.10%	22
Read/write/manage Council email	72.20%	26
Tools to read/compose letters and reports	44.40%	16
Tools to make notes at meetings	38.90%	14
Ability to record videos	2.80%	1
Ability to work anywhere	61.10%	22
Instant delivery of messages	47.20%	17
Other	8.30%	3

As the Council moves towards paperless working where ever possible, in your view should Councillors be provided with equipment that meets the requirements identified above?

Strongly Agree	47.20%	17
Agree	16.70%	6
Neutral	13.90%	5
Disagree	8.30%	3
Strongly Disagree	13.90%	5

Is there any other information you think is important if the Council were to consider providing a paperless alternative to Committee minutes and agendas or facilitating Members working without paper?

A hard copy can go with me, have notes marked on it and work in all weather
Clearly, whilst this is a great idea for many now and in the future, there needs to be sufficient relevant training for the many (with all due respect) more elderly councillors who may/may not be quite as conversant with the technology
Ease of search facility on the equipment - e.g. website (like all websites) is not easy to locate at times. Why not ONE simple index to click on the item required?
I am happy to use my own lap top and phone. However assistance with broadband fees, printer cartridges and paper would help
I.T. must always provide a hard copy alternative for those requiring it. It is not a qualifying mark of being a Councillor that I.T. familiarity is a sine qua non.
Isn't the allowance supposed to pay for such things
Need to look at costs of equipment and it needs to be simple to use and reliable. Equipment needs to be provided before stopping courier service

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Sending out all the agendas and only the minutes to the committee that the councillors are sitting. Apart from Cabinet and full Council
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Tax payers should not pay for laptops or iPads for councillors at a district
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The cost of ink cartridges!

There would have to be a robust business case demonstrating that this was an economical saving for the Council.

Whilst I fully support reduction in use of paper, I disagree with going completely paperless.

you should be able to access on any device you have

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Appendix 2 – End of Trial Survey

1. Overall, were you satisfied with the clarity and size of the screen?

	Very Dissatisfied	Dissatisfied	OK	Satisfied	Very Satisfied
Size of the screen			1		8
Clarity of the screen				1	8

2. Overall, were you satisfied with the battery life of the device?

	Very Dissatisfied	Dissatisfied	OK	Satisfied	Very Satisfied
How long the battery lasted	1			3	5
How long it took to charge	1	1		3	4

Comments:
 Really impressed with the battery life, especially in comparison to other Apple products I own.

3. Did you take the opportunity to use the device outside?

No	1
Occasionally (once a month or similar)	2
Frequently (every fortnight)	1
Very Frequently (weekly or more)	5

Comments:
 Worked well
 If it was a very bright day had to make sure I was in shade to see the screens sometimes.
 I regularly took the iPad out with me, including at weekends and on breaks away from home. It was very useful to be able to be in regular contact with my emails and use safari, when I would normally have used my lap top which wasn't always suitable due it's size.
 Never mastered the device well enough to use it

4. Did you knowingly use the 3G connection?

No	1
Occasionally (once a month or similar)	1
Frequently (every fortnight)	3
Very Frequently (weekly or more)	4

Comments:
 Good connection, coverage almost everywhere and quick too.
 Not convinced it always worked
 I regularly took the iPad out with me, including at weekends and on breaks away from home. It was very useful to be able to be in regular contact with my emails and use safari, when I would normally have used my lap top which wasn't always suitable due it's size. Plus not relying on having to find a Wi-Fi connection which isn't always possible.

5. Overall, how satisfied were you with the iPad?

Very Dissatisfied	
Dissatisfied	1

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OK	
Satisfied	2
Very Satisfied	6

Comments:
It was easier and quicker to access than my own laptop.
Compact size and versatility
I found the pen to small and narrow to use for long. If you have hand problems it was hard to grip.

6. Did the iPad make it easier to access your email and calendar?

	Not at all	Slightly harder	About the same	Slightly easier	Much easier
Access to your email	1			1	7
Access to your calendar	2			3	4

Comments:
The iPad made me more efficient. As it was to hand, it was easier to check emails and I did so with much more frequency then I had done previously when I had to fire up my laptop.
Did not use calendar. E mail mainly better except when working with large attachments
Use of calendar was limited as it did not connect to my calendar and so did not bother to input most of my councillor appointments. Also meetings arranged for me were often not put into the calendar.
Never grasped it. It made me want to resign as a Cllr if this is what we have to look forward to.

7. Do you think having the iPad available to access your email/calendar gave you an advantage over other Councillors who were not part of the iPad trial and were using the "old" system?

Yes	8
No	1

Comments:
That I could carry it around with me to various places I was able to get quick access to my email/calendar
I used to have regular problems accessing council emails, and still hear this comment made by other councillors. I have had a good service using the iPad.
It (the iPad) was with you (the Councillor) all the time

8. Did you use the iPad to access the internet?

	No	Occasionally (once a month or similar)	Frequently (every fortnight)	Very Frequently (weekly or more)
At home	3	0	2	4
At your place of work	4	2	1	2
In the Civic Offices	3	2	2	2
Outside	4	0	3	2

Comments:
Excellent and the connection was very quick.
Did not always get a connection. Civic offices bad.
Not comfortable with it.

9. Did you use the iPad to access the Councils intranet (e-voice) or the Members Website?

	No	Occasionally	Frequently	Very
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		(once a month or similar)	(every fortnight)	Frequently (weekly or more)
E-Voice	5	2	1	1
Members Website	1	3	1	4

10. Do you think having the iPad available to access the internet/intranet/members website gave you an advantage over other Councillors who were not part of the iPad trial and were using the "old" system?

Yes	7
No	2

Comments:
 Having the information to hand and accessible instantly -especially when talking about decisions of previous meetings was incredibly advantageous.
 To look at old and new minutes.

11. Do you think that having the iPad made it easier for Officers, Colleagues or Members of the Public to contact you?

	Not at all	Slightly harder	About the same	Slightly easier	Much easier
Officers	1	0	1	2	5
Fellow Councillors	1	0	1	2	5
Members of the Public	2	0	0	2	5

Comments:
 Do not use council e mail for members of public.
 Contact was made easier because never had problems getting into my emails and it is easier carrying iPad about, which means I am accessing it more than my lap top.
 Yes all in one place on the iPad.

12. Do you think having the iPad available for Officers, Colleagues or Members of the Public to contact you gave you an advantage over other Councillors who were not part of the iPad trial and were using the "old" system?

Yes	8
No	1

Comments:
 If I use my own laptop I can only be contacted at home whilst with the iPad I can pick up information on the move.
 Much faster

13. Do you think that having the iPad added value to the work that you do as a Councillor?

Strongly Disagree	1
Disagree	0
No difference	0
Agree	4
Strongly Agree	4

Comments:

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I was able to collect evidence and email instantly when completing casework, I am more efficient as I use it more and I am easier to contact.
Very good for attaching pictures to e mails
I believe that my effectiveness as a councillor was greatly improved by using the iPad

14. What do you think could have been altered to make the iPad more effective?

I wish I could have had more training.
More reliable internet connection

15. Do you think the documents presented in the Modern Gov app were generally easy to work with?

Strongly Disagree	1
Disagree	1
No difference	0
Agree	3
Strongly Agree	4

Comments:
Not having access to restricted agenda items, especially when chairing a meeting was a problem but generally, excellent and easy to use.
Until last night I would have said no difference except for large complex documents. Last night was planning committee. I went through the agenda before. Prior to planning we had a review meeting. I had not charged the IPAD, and there was not enough to run two meetings. I took a paper copy. Within moments I spotted a small but very significant error in the agenda that I brought to the chairs attention. I had not spotted it on the IPAD. In 20years as a councillor I have learnt to speed read, working down a document with my eyes moving from side to side. I rarely miss anything of importance. I am not using the same technique on the IPAD. I scroll down, which means that the page can be on the move, and it am liable to miss small points. I have tried it again after yesterday, and me speed reading technique is risky. That means I have to take things slower. I am having second thoughts
Access to county documents was useful in my role as district representative on the County Healthy Select Committee

16. Do you think it would be important for Members to be able to request paper copies of particularly lengthy or very complex documents when chairing or attending meetings?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
When Chairing a meeting	0	1	1	4	3
When attending a meeting with a specific role.	2	1	1	4	1
When attending a meeting for general interest.	4	3	0	2	0

Comments:
When chairing a meeting you have to be a step ahead of the rest of the attendees. At times this was difficult – more because I was working from the iPad and other members were not, than any fault of the technology.
Wish I could have access to restricted content.
Chairing a committee takes a bit of getting used with the iPad although I stuck with it and have improved.
I'm comfortable using the iPad.

17. Do you think that the ability to easily access restricted content in Modern Gov would be required if the trial were to become real?

Strongly Disagree	0
Disagree	0
No difference	0
Agree	2
Strongly Agree	7

Comments:
Absolutely. This is especially relevant for the semi judicial committees eg Planning where the info can be commercially sensitive or relate to legal proceedings.
(Strongly Agree) As I am on public protection committee

18. Do you think the annotation tools in the Modern Gov app were useful?

Strongly Disagree	0
Disagree	0
No difference	1
Agree	5
Strongly Agree	3

19. Did you use the Modern Gov app to share documents or access other Council's publications?

	Wasn't aware you could.	Aware but didn't.	Occasionally (once a month or similar)	Frequently (every fortnight)	Very Frequently (weekly or more)
To share an annotated document	2	5	1	0	1
To share an un-annotated document	2	5	1	0	1
To access another Council's documents	0	3	2	3	1

20. What do you think could have been altered to make the Modern Gov tool more effective?

Restricted document access.
I was more than happy with the iPad it completely changed my effectiveness as a councillor.
Not sure

21. Do you think the provision of a corporate iPad would be an improvement to the ICT solutions currently offered to Members?

Strongly Disagree	0
Disagree	0
No difference	1
Agree	2
Strongly Agree	6

Comments:
The use of the iPad improved my ability to act as a councillor in all aspects of the role, from casework, public meetings, training, to chairing meetings. It made the whole process easier and as a result I feel I was able to be a more effective councillor.
Not all members could cope.

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Yes they would be all on the same page or ipad.
The iPad gives complete flexibility as to when information can be accessed.
I realise some found it a help but for me it was one of the worst trails I have ever been asked to take part in.

22. From a practical perspective, could you comfortably use your iPad (with our without additional training) for your day to day activities as a Councillor, knowing that aside from in exceptional circumstances, you would not receive printed minutes and agendas again?

Yes – With additional training	4
Yes – Without additional training	4
No – Please explain why?	1

Comments:
I would not be a Cllr if this was the only means of getting information.
It would be better if you could print from the iPad.

23. Are there any other comments you would like to make regarding your experience of using the iPad during the trial, any experiences where the iPad has been particularly useful or ineffective or suggestions around the future usage of iPads at the Council?

As you know I have not had the iPad to long but I have found it very good for all council work with help from ICT. Thank you to all staff
I found the whole experience a pure delight.
Everyone should work from them. They save time, they save money, and they make us better councillors.
I've become more confident using iPad. Found it useful for photos and getting in touch with fellow members.
The issues is how experienced a person is with it. We have some who are experienced, some who are not experienced but prepared to have a go, some who the thought of it makes them see red, and some who are totally lost. Do we exclude the last two from being Councillors? I am of a view that we should get everybody on e mail on IPAD. It is not difficult. One to one training will be required for some, the paper copy e mail should be withdrawn. We should give people the option of paper agendas for committees on which they sit. However these should only be available at the council offices. If they want an early look they can use the IPAD, but we should not ask them to rely on it.
Keyboard made iPad bulky and I found I never used it. I used my lap top for writing documents and the screen keyboard was perfectly adequate for annotating documents. Annotating was very useful as had saved notes without the need for storing bulky hard copies.
As a member and now vice chair of planning I have found it invaluable when on-site visits and in dealing with the large number of documents issued. I genuinely believe that I have operated far more effectively and professionally as a councillor since being issued with the iPad.
NO
Additional training would be useful and updates. Step by step guides would also be useful so Councillors can self help.

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Appendix 3 – Print Request Process

During the trial, Members identified that in exceptional circumstances, it was still preferable to have access to hard copy materials. The process outlined below could be used to facilitate this access.

Criteria

Hard copies of meeting documents would only be provided if:

- A single report is more than 150 pages.
- A combined Minutes/Agenda pack is more than 200 pages.
- A complex report of more than 75 pages is being used during a meeting where external representation is required.

Only meeting Chairs and those Members with a direct involvement with the meeting may request paper copies of materials.

Process

Councillors will receive the meeting packs electronically via the Modern.Gov app. If a Councillor identifies particular concern with a report or pack which meets the above criteria they will:

1. Access the print request form from their iPad.
2. Complete the details of the meeting they require a pack printing for.
3. Submit their request.

Members must submit their request at least 3 working days before the scheduled meeting. Member Services will provide email confirmation that the request has been received and arrange for a paper copy of the requested pack to be available either at the meeting, or to be left in the Member's individual "pigeon hole".

The print request form will be developed by ICT and placed as a shortcut on each Members iPad. It is anticipated that the form will simply ask for the details of the meeting, the item or items required and the preferred delivery method.

Alternatively, Members will be able to simply email the required document to the Council's secure print email address and collect it themselves from any Council MFD.