

Members' IT and Telephone Support: Guidelines (Updated July 2014)

1. General

- 1.1 This note summarises the support provided for Members of the Council to assist them in their roles as Councillors. It prescribes Members entitlement to ICT, telephone equipment and printer consumables.
- 1.2 At a meeting on 10th April 2014, the Council's Cabinet reviewed the provision of IT support for Members and agreed to withdraw IT equipment and broadband connections and offer, as an alternative, the opportunity to purchase iPads from Member Allowances in a move towards electronic delivery of agenda and minutes for Council meetings. As part of this decision, the Cabinet recommended that the Members' IT and Telephone Support Guidelines referred to in the Scheme be varied to reflect this new proposal.

2. New Councillors

- 2.1 After May 2014, all new Members will be required to use either their own IT equipment for Council business or take advantage of loan arrangements for purchase of a new mobile device. A few existing Members will retain HDC supplied computers during a transition period or until the end of their term as Councillor. All Members still will be required to comply with the Council's email and mobile phone protocols. Members also need to be mindful of the Council's Internet Usage Protocol and will be required to give written confirmation that any equipment loaned to them will be returned when the Member ceases to be a Councillor.
- 2.2 The Council will no longer supply computer equipment, a telephone landline or broadband services. The Council will continue to offer a loan mobile phone instead of a telephone allowance. The mobile phone offer will comprise a basic Nokia with calls, texts and a voicemail service on the EE network. (Note: although overtime there may be changes to the Nokia model offered, the basic service will remain unchanged.) One mobile phone per Member will be offered. Should this be lost or damaged, the Member will be responsible for its replacement.
- 2.3 Where a Member elects not to take a loan mobile phone, they are entitled to a telephone allowance, currently £8.92 per month for use of their own home/mobile telephone.
- 2.4 Each Member will be supplied with a corporate email address published on the Mod.Gov Committee Management System in the format of firstname.lastname@huntingdonshire.gov.uk and an Office365 email address of firstname.lastname@huntingdonshireDC.org.uk which will be accessible on a computer, tablet or smartphone.

3. Printer Consumables

- 3.1 The Council will no longer supply a printer to Members. However, those Members still in possession of a Council printer will remain entitled to two replacement cartridge sets per year for printing required in connection with their duties as a Councillor. A Member also will be entitled to be reimbursed for the cost of two replacement cartridge sets which they may have purchased externally for Council use. In order for Councillors to be reimbursed, receipts will need to be provided as proof of purchase.
- 3.2 Consumables can be obtained from Support Services 01480 388014 or Democratic Services 01480 388007 on request. A record of consumables supplied will be maintained.

3.3 Members are encouraged to reduce printing where they can and to request Democratic Services to arrange for the printing of large documents via the Document Centre at Eastfield House.

4. Support

4.1 Members have a dedicated Members IT Support Officer – Colin Chesterton 01480 388236. Colin is part of the IMD Help Desk Team 01480 388121. Colin will provide IT support to the Council Systems as well as giving general and specific IT training on the Council IT systems. He will also advise on accessing Council IT systems on Apple iPads. He can also advise on other IT matters relating to Council IT systems on personal computers and tablets on a best endeavour basis only – it is not possible for the council to provide support for the many difference makes and models of devices available.

4.2 The Council recommend that HDC supplied mobile phones be set up with a voicemail service, so callers can leave a message. Colin can advise on this and other phone functions.

5. Other Issues

Regulations provide that where a Member of an Authority is also a member of another authority, that Member may not receive allowances from more than one Authority in respect of the same duties i.e. allowances for broadband or phone cannot be claimed from both Authorities.

The Council will register each Councillor as a data controller with the Information Commissioner and pay the annual fee for that registration. This will cover the Councillors use of a PC for District Council work.

If a Mobile phone has been loaned to a Member, it should only be used for Huntingdonshire District Council or Ward business only. Members are urged not to use their personal email addresses for Council business.

In the case of mobile phones loaned by the Council, the Council will meet the cost of the outgoing calls and rental. In the case of Members taking the telephone allowance of £8.92, no additional remuneration is made available to meet the cost of calls.