

Digital Innovation and Efficiency Committee

**Minutes of the Meeting Held on 6 March 2018
10:00am, Edwards Room, County Hall, Norwich**

Present:

Mr T Garrod (Chairman)

Mr D Bills
Mr E Colman
Mr S Eyre
Mr T Fitzpatrick

Dr C Jones
Mr D Rowntree
Mr T Smith
Dr M Strong

1. Apologies for Absence

1.1 There were no apologies received.

2. Minutes

2.1 The minutes of the previous meeting held on 22 January 2017 were confirmed by the Committee and signed by the Chairman.

3. Declarations of Interest

3.1 There were no interests declared.

4. Urgent Business

4.1 There was no urgent business received.

5. Public Question Time

5.1 There were no public questions.

6. Local Member Issues/ Member Questions

6.1 There were no Local Member Issues/ Member Questions.

7. Chairman's Update

7. The Chairman didn't have any business to report.

8. Finance Monitoring

8.1 The annexed report (7) by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services was received. The report provided information on the budget position for services relating to Digital Innovation and Efficiency Committee for 2017-18. It provided information on the revenue budget including any forecast over or under spends and any identified budget risks.

8.2 Members were appreciative to see out turn figures and the variances as in table one of the report, as previously requested. It was clarified that only £200k was being taken out of reserves as opposed to £800k as previously expected.

8.3 The Programme Director agreed to provide a written response regarding the costs relating to better broadband, as there was a discrepancy in the report.

8.4 RESOLVED

That the Committee note:

- a) The forecast out-turn position for this committee.**
- b) The current capital programme for this committee.**
- c) The current planned use of the reserves and the forecast balance of reserves as at the end of March 2018.**

9. IMT Performance Indicators

9.1 The annexed report (9) by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services was received. The report provided an update to the new Committee for the IMT Department performance monitoring and management and provided the Committee with an update on current trends.

9.2 The Committee heard that the answer phone facility had been removed to provide a better service so that calls were only answered by a member of the IMT staff. The abandonment rate was higher than hoped but it was expected that this would improve over time.

9.3 The recent bad weather received proved a test for the amount of remote access being used at the same time. Data captured at the time revealed that 1500 users were working remotely concurrently. Until Wednesday all was working perfectly until Thursday when there was an external outage due to the Vodafone network. Members heard that more trialling needed to be carried out on users working from home concurrently so it can test the capability of the system.

9.4 **RESOLVED**
That the Committee:

- a) **Note the information provided in the report.**
- b) **Note the proposals for automation and two additional apprentices, funded through other IMT staff savings to further improve IMT performance.**

10. DIE Committee Plan incorporating Norfolk Futures

- 10.1 The annexed report (10) by the Executive Director, Community and Environmental Services and Executive Director, Finance and Commercial Services was received. The report set out the three year forward plan which in turn set out how its areas of responsibility would be shaped by the ambition of *Caring for our County: A Vision for Norfolk in 2021* and the principles of *Norfolk Futures*, the County Council's new strategy.
- 10.2 The Committee heard that many Local Authorities had similar aims and the Head of IMT confirmed that he was working closely with numerous Local Authorities through various guises so would ensure sharing of best practice.
- 10.3 It was suggested that the plan needed more detail about the delivery of the aims and what could be achieved with better broadband or mobile coverage. It was suggested that the Committee should be seen to be more pro-active in reviewing the workings. This work should continue to come back to the Committee for leadership and coordination.

10.4 **RESOLVED**
That the Committee:

- a) **Agree the Digital Innovation and Efficiency Plan, as set out in Appendix 1 of the report.**
- b) **Note the Committee's contribution to, and responsibilities, for Norfolk Futures, NCC's transformation plan.**
- c) **Agree the performance measures against which this committee will report to Policy and Resources Committee for monitoring purposes, as set out in para 1.1.8 in the report.**

11. Better Broadband for Norfolk Programme Update

- 11.1 The annexed report (11) by the Executive Director of Community and Environmental Services was received. The report described two new opportunities to support the council's stated aim to achieve superfast access for 100% of Norfolk properties.
- 11.2 Members exclaimed that it was important to move forwards on this especially for rural areas and especially if other objectives in the Committee plan were to be realised. It would be sensible to get the buy in from parishes and town councils as they could help promote it. It would also be useful to push for the fibre for premises and for holiday homes as this would benefit wages and rural unemployment.

- 11.3 There was a suggestion that the money received into North Norfolk District Council for second homes council tax could be spent on North Norfolk's broadband. The percentage which comes into Norfolk County Council was spent on core services across the Council but 2018/2019 would be the last year that some went to the District Council. This would be considered by Officers.

11.4 **RESOLVED**

That the Committee:

- a) **Agree the procurement approach as described in section 2 of the report.**
- b) **Delegate authority to the Executive Director of Community and Environmental Services in consultation with the Chair and Vice Chair of Digital Innovation and Efficiency Committee to enter into contract(s) with the successful bidder(s) for the provision of NGA broadband infrastructure.**
- c) **Recommend to Policy and Resources Committee and then to Full Council for the £11 million of forward funding for the next stage of BBfN.**

12. Assistive Technology

- 12.1 The annexed report (12) by the Executive Director of Adult Social Services and Executive Director of Finance and Commercial Services was received. The report gave details of how the assistive technology is used by members of the county and given the developments in the technology it was appropriate that the Council reviews how the technology could be used to help cope with the combined drivers of increasing demand and reducing budgets. The Committee also watched a short video showing the example of when assistive technology was not suitable.
- 12.2 With regards to the demonstrator suite that could be built at County Hall, Members asked if there were portable demonstrators available. Officers confirmed that Social Workers currently took smaller items around with them as they were conscious to be able to show the equipment to all parts of the County.
- 12.3 The equipment can be set up to individually programme to a person's specification. Some equipment was predominantly there to reassure carers and other family members.
- 12.4 Officers were happy to attend meetings which were already set up, rather than set up new meetings to showcase equipment.
- 12.5 Members heard that using more assistive technology would release resource to help those with more complex needs.

12.6 **RESOLVED**

That the Committee:

- 1. Note current assistive technology services being delivered.**
- 2. Note current plans to develop the Council's assistive technology offer.**
- 3. Approve development of a demo suite / living lab with partners.**
- 4. Agree that officers should consider options for partnership working.**

5. **Note the ethical dimension which should be considered when reviewing future assistive technology plans.**
6. **Agree to receive a further paper once the review of Assistive Technology has been completed in Adults Social Services.**

13. Digital Inclusion Strategy

- 13.1 The annexed report (13) by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services was received. The report outlined why digital inclusion is an issue for Norfolk and the steps proposed to address the barriers that Norfolk people face in getting on line.
- 13.2 Officers confirmed that as part of the strategy, work was already being undertaken with Voluntary Norfolk.
- 13.3 The heatmap caused some concern for Members as there were hot and cold spots within very small areas. More granular data was less robust as it was NCC data and not nationally agreed data, however, the more specific data could be obtained.
- 13.4 It was noted that it is not just older people who are digitally excluded. Many younger people are as well, even though many older people rely on their younger members of the family. Adult Education were rolling out digital skills in line with Government schemes.
- 13.5 It was confirmed that when libraries were open but unstaffed, the computers were still available to be used.
- 13.6 **RESOLVED**

That the Committee endorse the Digital Inclusion Vision and Strategy and recommend its approval at Policy and Resources Committee to improve digital inclusion in Norfolk.

14. Mobile Telecommunications

- 14.1 The annexed report (14) by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services was received. The report provided an update on the survey that had been carried out and proposed some steps moving forwards.
- 14.2 The Committee heard that the survey should be finished in the next few days as the bad weather had delayed completion.
- 14.3 Members asked that the results were published with a zoom function as residents would be particularly interested to know the results of their specific area. The results would also be sent to all Members of the Council and ATWG would be attending the next meeting.
- 14.3 **RESOLVED**
That the Committee:

- a) Note the information regarding progress with the survey.
- b) Agree to receive a briefing from ATWG on the final results of the survey after completion on the 22nd March.
- c) Approve plans to use the data in further dialogue with mobile network operators to drive coverage improvement through access to public sector buildings and where possible fibre backhaul.
- d) Publish the findings on the Councils internet site to help residents and business make better informed mobile telephony buying decisions.
- e) Consider options for a periodic refresh of the data.

15. Forward Plan

- 15.1 The annexed report (15) by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services was received. The report set out the Forward Plan for the Committee and asked for any future items that the Committee wished to consider.

15.2 RESOLVED

That the Committee agree the forward plan.

The meeting finished at 12.05pm

Chairman