

Digital Innovation and Efficiency Committee

**Minutes of the Meeting Held on 11 May 2018
10:00am, Edwards Room, County Hall, Norwich**

Present:

Mr T Garrod (Chairman)

Mr D Bills
Mr S Eyre
Mr T Fitzpatrick
Dr C Jones

Mr D Rowntree
Mr T Smith
Dr M Strong

Substitute Members Present:

Mr V Thomson for Mr E Colman

1. Apologies for Absence

- 1.1 An apology for absence was received from Mr E Colman.
Apologies were also received from Mr S George and Mr T McCabe.

2 Minutes

- 2.1 The minutes of the previous meeting held on 6 March 2018 were confirmed by the Committee and signed by the Chairman.

3 Declarations of Interest

- 3.1 There were no declarations of interest.

4 Items of Urgent Business

- 4.1 There were no items of urgent business.

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

- 7.1 The Vice-Chairman, Mr D Bills, said that he had recently attended a Smart Cities Conference in London at which city leaders and business figures from across the UK and internationally had met with smart cities experts. Delegates at the conference had received detailed insights from experts on the latest thinking regarding the future digital infrastructure and, through the use of case studies, had learnt about how successful cities were driving economic growth by keeping pace with demands on connectivity and sustainability, as well as meeting the increased expectations for improvements in the quality of life of citizens. The Vice-Chairman added that the Smart Cities Conference had shown that the digital initiatives that were being taken in Norfolk, on issues such as smart LED Street Lighting and network connectivity, were in many ways ahead of those that were being taken in some internationally recognised cities.
- 7.2 In reply, the Head of IMT said that there were great opportunities for future efficiencies and increased data connectivity which would emerge as new forms of smart street lighting systems were implemented. These would be reported to a future meeting of the Committee.

8 Finance Monitoring

- 8.1 The annexed report (8) by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services was received.
- 8.2 The Committee received a report by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services that provided the Committee with information on the budget position for services reporting to Digital Innovation & Efficiency Committee. It provided information on the revenue budget outturn for 2017/18, and the revenue budget value for 2018-19. It also provided an update on the use of reserves and details of the capital programme.
- 8.3 Members were informed that the forecast revenue out-turn position for the services that were relevant to this Committee was for a balanced budget and to be able to return £7,000 from 2017/18 to the revenue reserve. Details regarding the capital programme were as set out in table 2 of the report.
- 8.4 In reply to questions, the Head of IMT said that details regarding a small underspend on the Better Broadband for Norfolk programme in 2017/18 (which was funded by both Norfolk County Council and Government grant funding allocated over the life of the programme) would be reported as part of the finance monitoring report to the next Committee meeting.

8.5 RESOLVED

That the Committee note:

- 1. The 2017 -18 revenue outturn for this Committee, and the 2018 – 19 revenue budget values.**
- 2. The capital programme for this Committee.**
- 3. The actual use of reserves in 2017 – 18 and the balance of reserves carried forward to 2018 – 19.**

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.
- 9.2 The Committee received a report by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services that provided operational dashboard information based on the eight vital signs performance indicators that fell under the remit of this Committee. The Committee heard that all eight vital signs indicators were within tolerance (green or amber), 7 were on target and 1 (Systems Availability) had missed the target by 0.8%. Performance in the area of the IMT call abandonment rate, which was reported as being below target in the last two reports to the committee was now back on target.
- 9.3 It was pointed out that the Systems Availability achieved in April 2018 was 98% against a target of 99%. The primary cause of being just below the target was because of a 3rd party configuration error that had resulted in the temporary inaccessibility of public access PCs in libraries. There had also been a problem with Apple iPad updates and Airwatch which caused the Members loss of email functionality on iPads from 16 April until 20 April 2018. To address this issue (which was not currently measured within the availability statistics) IMT would add more business-critical systems to the Systems Availability measure and review resilience and maintainability for those systems that were already measured. This would ensure any workarounds (as were issued for Members email) were provided sooner.
- 9.4 The Committee was informed that the Council remained on track to achieve its ambitious target for a steep rise in the number of on-line digital accounts. Significant progress continued to be made with the NCC digital offer; the addition of new digital services and of more automated processes was leading to a continual increase in the number of on-line digital accounts. Feedback surveys showed that the public were happy with the accessibility and quality of the content management website. An analysis of where there were lower customer satisfaction scores, had shown this to have more to do with concerns about changes to council policy and services than it had to do with the availability and quality of information contained on Council websites.
- 9.5 Members asked for the report cards for all vital signs to be included in future reports so that they could gain an overview of performance and actions that were being taken to maintain or improve performance. Members asked for a report on website satisfaction to be brought to a future meeting.

9.6 **RESOLVED**

That the Committee:

- 1. Note the information provided in this report.**
- 2. Note the performance data/information relating to the Committee's remit, in addition to the 8 vital signs that were set out in this report, which the Committee wish to continue to review on a regular basis.**
- 3. In order for Members to gain a succinct overview of performance and actions that were being taken to maintain or improve performance, the report cards for all vital signs should be included in future reports.**
- 4. Receive a report outlining customer satisfaction with the council website.**

10 **The results of the Mobile Telephony Review**

- 10.1 The annexed report (10) by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services was received.
- 10.2 The Committee received a report by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services that provided the Committee with the results of the mobile voice and data coverage audit that had been commissioned and completed in order to better inform the dialogue with mobile network operators and also to provide high quality up-to-date information to Norfolk's residents and businesses.
- 10.3 In welcoming the results of the audit, Members noted that the headlines had shown that there did not appear to be a need to invest in replacing existing equipment, however, there were significant gaps in coverage across all four providers such that one call in five placed currently failed. Suitable County Council and other public sector structures were available for use in many locations which currently had poor coverage. It was, therefore, possible for the County Council and other public bodies in Norfolk to be able to assist in improving coverage.
- 10.4 Members were informed that the survey data (which had already been shared with the Mobile Network Operators (MNOs) and would be made publicly available at the end of this meeting) would be used to determine where to site additional equipment and where existing County Council and other public sector owned structures could be used to host equipment to fill current gaps in coverage. The survey data would also be used to help determine the level of support that the Council could provide to alternative internet connectivity providers.
- 10.5 The Head of IMT was asked to release the full set of raw mobile coverage data for public use (when this became available) and to provide Members at a future meeting with examples of where the need for mobile phone connectivity might outweigh the benefits of fully realising commercial income from rentals.
- 10.6 The Committee heard that the Council was committed to working with the MNOs and other service providers to improve coverage across the whole county,

including the hard to reach areas. Subject to the Council's tender process, the survey exercise would be repeated in 12 months' time in those areas which currently lacked sufficient coverage. This would allow for the degree to which improvements had been made to be fully assessed.

- 10.7 The Committee was informed that the rental income that the Council generated from the use of its assets was expected to reduce in the short term due to the impact of the Electronic Communications Code. This new law affected the way in which rentals on renewals and new contracts were evaluated. The change was expected to make it cheaper in the short term for MNOs to provide mobile phone coverage. In the medium to longer term overall rental income from the use of Council owned structures was expected to increase as demand for 4G and 5G meant that more sites were required.

10.8 **RESOLVED**

That the Committee:

- 1. Note the information provided by the survey.**
- 2. Approve the immediate public release of the coverage maps and associated data via the council's website.**
- 3. Approve the release of the full set of raw mobile coverage data for public use when this became available.**
- 4. Work with the Mobile Network Operators to facilitate early access to Council owned assets to improve coverage as soon as possible.**
- 5. Note the impact of code powers on charges.**
- 6. Agree to implement the new, lower code powers based rental rates without delay.**
- 7. Agree to repeat the survey process for poor coverage areas only in 12 months' time to show what progress has been made.**

10.9 **It was also RESOLVED**

- 8. That, based on the results of the survey, the Chairman should write to the Borough/City/District Councils in Norfolk to seek their assistance in improving mobile phone connectivity through the potential use of their publicly sector owned structures and to ask that they support mobile phone providers to find suitable locations for new infrastructure, particularly in the "not-spots" in their areas where coverage was lacking.**

11 **The Final 5% Fibre Broadband Coverage**

- 11.1 The annexed report (11) by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services was received.
- 11.2 The Committee received a report by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial

Services that provided the Committee with information to show that the Council was committed to working in partnership with alternative network providers to improve broadband coverage and options. The Council recently met the main companies and organisations providing (or starting to provide) these services and the report covered what they provided and how the Council could assist them to provide the additional services that were needed.

11.3 In reply to questions, Members were informed that providers were being assisted to obtain speedy and cost-effective wayleaves for works involving council owned land and / or highways. Members were also reminded that Better Broadband for Norfolk was delivering a broadband subsidy scheme to premises that were currently not able to access internet speeds of greater than 2 Mbps and were unable to benefit from the roll out of fibre deployment. The scheme helped with a contribution towards an alternative solution such as a wireless broadband connection. Applications for an eligibility code could be made by completing an online form through the BBfN website (www.betterbroadbandnorfolk.co.uk). It was possible for alternative internet connectivity providers, as broadband providers, to register to participate in the voucher scheme and to have their details made available to everyone who was eligible to receive a voucher.

11.4 Members spoke about how In the past the high fees demanded to site equipment on private land had prevented the deployment of infrastructure, particularly in rural areas. Members were informed that the Council was committed to working in partnership with alternative network providers and community not for profit groups to improve broadband coverage and increase consumer choice.

11.5 **RESOLVED**

That the Committee:

- 1. Note the availability of the alternative internet connectivity providers.**
- 2. Help raise awareness and provide publicity to support the providers.**
- 3. Work with the providers to help them obtain quick and cost-effective access to council owned assets to improve wireless broadband coverage as soon as possible.**
- 4. Work with the providers to help them obtain quick and cost-effective wayleaves for works involving council owned land and / or highways.**
- 5. Publish easy to consume intelligence which can be used by the suppliers to inform where they might best target their investments.**

12 **General Data Protection Regulations (GDPR)**

12.1 The annexed report (12) by the Head of IMT and Data Protection Officer was received.

12.2 The Committee received a report by the Head of IMT and Data Protection Officer that provided the Committee with information on the progress of the Council's preparations for the implementation of the General Data Protection Regulation on 25th May 2018.

12.3 It was noted that in data protection terms while Members were categorised as employers when acting on behalf of the Council or their political party, they were personally subject to the full requirements of GDPR for the personal data they processed when representing constituents. A training session to raise Members awareness of the implications of GDPR had recently been held and would be repeated shortly. Mr Rowntree suggested that Members should be issued with guidance on the personal data they might have to process when representing constituents and asked to be kept informed of any future developments concerning this matter.

12.4 **RESOLVED**

That the Committee note the progress on the preparations for the GDPR.

13 **Forward Plan**

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.

13.2 It was noted that an update on the implementation of the Liquid Logic System for Children's Services and other related developments would be reported to the next meeting. It was suggested that future meetings should receive updates on improvements in broadband coverage, cyber security for school aged children and the possibility of introducing a case management information system for Members.

13.3 **RESOLVED**

That the Committee agree the forward plan subject to the above mentioned comments.

The meeting concluded at 11.30 am

Chairman