

Digital Innovation and Efficiency Committee

Minutes of the Meeting Held on 23 January 2019
10:00am, Edwards Room, County Hall, Norwich

Present:

Mr T FitzPatrick (Chairman)

Mr P Duigan (sub for Mr E Colman)	Mr G Middleton
Mr S Eyre	Mr D Rowntree
Mr J Fisher	Mr T Smith
Dr C Jones	Dr M Strong

Also in attendance:

Ms A Kemp

(For ease of reference, items appear in these minutes in the order in which they appear on the agenda. This was not necessarily the order in which these items were considered at the meeting).

1. Apology for Absence

1.1 An apology for absence was received from Mr E Colman (with Mr P Duigan attending as substitute).

2. Minutes

2.1 The minutes of the previous meeting held on 14 November 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 was one Local Member Question from Cllr Kemp.

Cllr Kemp asked:

“This Council needs to ensure that infrastructure in the west of the county receives as much attention as infrastructure in Norwich and Great Yarmouth. Norwich and Great Yarmouth already have a LoRaWAN network. When will this be introduced in King’s Lynn? The benefit of the LoRaWAN network is that battery-powered devices, such as temperature and heat monitors, to keep frail older people, safe in their own homes, are low cost and the batteries can last for 5-10 years, compared to just a day for mobile phone batteries.”

6.2 The following answer was given by the Chairman:

“The LoRaWAN network has now been deployed into King’s Lynn as one of the initial highest priority locations. We have also submitted a bid to the New Anglia LEP to extend the network across the whole county.”

6.3 Cllr Kemp asked as a supplementary question:

“How are King’s Lynn residents able to access the LoRaWAN network (was there a telephone contact number) and would the network cover the whole of the town?”

6.4 The following answer was given by Mr G Connell, Head of IMT:

The LoRaWAN network was able to provide a long range, low power wireless platform that provided the necessary data coverage across the whole of King’s Lynn. Those who were interested in finding out more should take a look at the following website address:

www.thethingsnetwork.org

For Twitter the public should take a look at:

@ttn_norfolk

This was a Norfolk wide community that met physically periodically, however, there was no telephone number to call as it was a voluntary online community, with the bulk of the communications happening on the website and twitter.

6.5 The Committee noted that Norfolk was at the forefront of LoRaWAN technology which brought the county up to the same standard as in other parts of Europe where the technology was already being exploited. The work that was being done in Norfolk added to the county’s digital profile and would lead to new investment.

7 **Chairman’s Update-- the purchase of a new Cabinet Office Fraud Hub System**

7.1 The Chairman reported that after engaging with other Local Authorities in Norfolk the County Council had proceeded with the purchase of a new Cabinet Office

Fraud Hub system at a cost of £36, 000. This system would strengthen existing data sets, address new risks and ensure the sharing of best practice.

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 and Efficiency Committee. The report also provided information on the use of reserves and details of the capital programme.
- 8.3 The Executive Director of Finance and Commercial Services drew the Committee's attention to table 1 of the report and said that a balanced revenue budget was forecast for 2018-19.
- 8.4 In reply to questions, Members were informed that there was a strong possibility that the Committee would be able to make an addition to reserves for the next financial year of £56,000. The constraints on expenditure in the current financial year had more to do with staffing capacity issues than about the availability of financial resources. Emerging technologies could be used more effectively to support changes in special educational needs in 2019-20 than they could be used this financial year.
- 8.5 **RESOLVED**

That the Committee note:

- 1. The 2018 - 19 revenue position for this Committee.**
- 2. The 2017 - 18 to 2020 – 21 capital programme for this Committee.**
- 3. The 2018 – 19 reserves position for this Committee.**

9 Strategic and Financial Planning 2019-20 to 2021-22 and Revenue Budget 2019-20

- 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 was informed that the proposals in the report would inform Norfolk County Council's decisions on council tax and contribute towards the Council setting a legal budget for 2019-20 which set its total resources targeted at meeting the needs of residents.
- 9.3 The Committee discussed how the digital transformation agenda was driving efficiency savings throughout the County Council. It was pointed out that there remained the potential to achieve savings targets in 2019-20 through further IT

service contract reviews and the full year effect of the savings on IT service contracts that were made in 2018-19.

9.4 In reply to questions, it was pointed out that the saving (at paragraph 6.5 of the report) from restructuring and management support costs came from a reduction in the number of staff working on IMT services to schools. This had resulted in eight members of staff being retrained/redeployed and two members of staff made redundant.

9.5 **RESOLVED**

That the Committee:

- 1. Note the content of the report and the continuing progress of change and transformation of Business and Property services;**
- 2. Agree the service-specific budgeting issues for 2019-20 as set out in section 5 of the report;**
- 3. Note the Committee's specific budget proposals for 2019- 20 to 2021-22;**
- 4. Note the findings of equality and rural impact assessments, attached at Appendix 1 to the report, and in doing so, note the Council's duty under the Equality Act 2010 to have due regard to the need to:**
 - Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act;**
 - Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;**
 - Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.**
- 5. Agree the mitigating actions proposed in the quality and rural impact assessments;**
- 6. After taking the advice of the Executive Director of Finance and Commercial Services recommend to Policy and Resources Committee that the Council's budget includes an inflationary increase of 2.99% in council tax in 2019-20, within the council tax referendum limit of 3.00% for the year;**
- 7. Agree and recommend to Policy and Resources Committee the draft Committee Revenue Budget as set out in Appendix 2 to the report:**
 - a. including all of the savings for 2019-20 to 2021-22 as set out. Or**
 - b. removing any savings unacceptable to the Committee and replacing them with alternative savings proposals deliverable in 2019-20 and within the Committee's remit.**

For consideration by Policy and Resources Committee on 28 January 2019, to enable Policy and Resources Committee to recommend a sound, whole-Council budget to Full Council on 11 February 2019.

- 8. Agree and recommend the Capital Programme and schemes relevant to this Committee as set out in Appendix 3 of the report to Policy and Resources Committee for consideration on 28 January 2019, to enable**

Policy and Resources Committee to recommend a Capital Programme to Full Council on 11 February 2019.

10. IMT Performance Indicators

- 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 operational dashboard information based on the eight vital signs performance indicators that fell under the remit of this Committee.
- 10.3 Members heard that future performance indicators would include the percentage of calls that were dealt with by digital means. Work continued to review what other data might be appropriate to report to committee. Items under consideration included digital inclusion indicators which continued to be developed as a vital signs indicator.
- 10.4 The Committee was informed that the Head of IMT was actively engaging with the Government on issues concerning mobile phone connectivity in Norfolk and that a report would be brought to the March 2019 meeting.

10.5 RESOLVED

That the Committee are content with the existing use of IMT Performance Indicators and note the information provided in the report.

11. Digital Economy Development proposals

- 11.1 The annexed report (11) by the Executive Director of Community and Environmental Services was received.
- 11.2 The Committee received a report by the Executive Director of Community and Environmental Services that brought Members up to date with current activity in the technology sector and explored options for further strengthening of the sector.
- 11.3 Members spoke about the role of the UEA and the Norwich University of the Arts in delivering innovation and economic growth and in supporting the technology sector in Norfolk. The Chairman said that these were two excellent universities that produced highly capable graduates. Both universities had an international reputation, were at the forefront of universities in the technology sector and able to provide the kind of innovative and technical support that local businesses needed. Members said that it would be helpful if specific examples of the work of these universities could be brought to the attention of the Committee.
- 11.4 The Committee noted the bid that a bid had been worked up to deliver a Full Fibre Network across rural Norfolk. This was a major project, led by the IMT team and

with the support of the Economic Development team, that focused on partner engagement and on gaining crucial business and community support. Over 100 letters of business support had been received.

11.5 **RESOLVED**

That the Committee note the information provided in the report and support the initiatives that are being taken.

12 **Agritech**

12.1 The annexed report (11) by the Executive Director of Community and Environmental Services was received.

12.2 The Committee received a report by the Executive Director of Community and Environmental Services that explained how the use of technology in agriculture was expected to evolve to embrace new technological opportunities and increase the competitiveness and profitability of Norfolk's agricultural sector.

12.3 The Committee considered it essential to the economic prosperity of the county (and the country) for Norfolk's farmers and landowners to be provided with every opportunity to adapt and adopt new technologically enabled approaches to their work.

12.4 Members heard that the County Farms Estate was the 2nd largest estate of its kind in the county after Holkham estate, and therefore agri-tech offered the County Council and its tenants with a unique opportunity to increase productivity and profitability. It was pointed out that "Brexit" might provide agri-tech with an opportunity to cope with the risk of a reduction in the availability of itinerant labour. Members suggested that those who applied to be County Farm Estate tenant farmers should be encouraged to explain as part of their business cases how agri-tech might help them achieve their goals.

12.5 **RESOLVED**

That the Committee:

- 1. To note the information provided in this report.**
- 2. To direct officers to further investigate the opportunity to promote the use of agri-tech across the County Farms estate.**
- 3. To encourage potential newcomers to the County Farms estate to explain as part of their business case how the use of agri-tech might help them to achieve their business aims.**

13 **Cyber Security Update**

13.1 The annexed report (12) by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services was received.

- 13.2 The Committee received a report by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services that explained how cyber-attacks and the risk of cyber-crime against Norfolk County Council had continued to increase and how it remained essential that the Council's retained the ability to protect itself from these attacks.
- 13.3 Members suggested that the approach to cyber security being taken by the County Council might be of interest to Parish and Town Councils who might benefit from a wider range of information on this topic in helping them to reduce their own risks of a Cyber Security Breach. It was suggested that where the County Council was able to provide such information then this should be sent to the local County Councillor in the first instance.

13.4 **RESOLVED**

That the Committee note the information provided in this report and the importance of ongoing investment in the continuous improvement of our cyber security capabilities.

14 **Assistive Technology Update**

- 14.1 The annexed report (14) by the Executive Director of Adult Social Services was received.
- 14.2 The Committee received a progress report by the Executive Director of Adult Social Services that provided an update on work undertaken since the previous report in July 2018. The report provided an overview of the work in progress and planned work to support the development of a new strategy and approach for assistive technology in Adult Social Services.
- 14.3 Members heard that since May 2018, the Assistive Technology team had received an average of 46 referrals per week, an increase of approximately 12%. Further increases in the number of referrals and assessments for AT would necessitate additional investment in the AT team. Using more assistive technology (AT) was releasing resources to help those with more complex needs.
- 14.4 The delivery model for AT was seen to be efficient, cost effective and responsive to the needs of the service. Members asked for the monitoring process to record the ways in which AT was having the biggest impact in maximising peoples' Independence so that this could be measured at some later date.
- 14.5 Members drew attention to the smart flat at Rotary House and how this was proving to be an invaluable training and testing resource for new practitioners. An official launch (with host Rotary House and Deaf Connexions) was due to be scheduled for February or early March 2019.
- 14.6 The Committee welcomed the AT service plans to replicate the smart flat at the Acorn Centre in Great Yarmouth and to explore potential venues within Wells Hospital and in Cromer. The Committee also welcomed the search for potential venues for South or West Norfolk which had yet to be identified.

14.7 **RESOLVED**

That the Committee:

- 1. Note progress to date and work in progress.**
- 2. Ask that further updates on progress continue to be made to future Council Committee meetings.**

15 **Video streaming proposals for future NCC Cabinet Meetings**

15.1 The annexed report (15) by the Executive Director of Community and Environmental Services and Executive Director of Strategy and Governance was received together with a PowerPoint presentation.

15.2 The Committee received a report and a PowerPoint presentation about the progress being made by Norfolk County Council on possible options for webcasting of meetings if Members wished to proceed with this matter.

15.3 After discussion it was

RESOLVED

That the Committee:

- 1. Note the information set out in the report and in the presentation by officers.**
- 2. Agree that the County Council should video broadcast meetings live on the Internet and that the YouTube webcam service should be explored as a first step (there being no intention to incur a revenue-based hosting system at this stage).**
- 3. Agree that the video streaming proposals should be applied for a pilot period and to Cabinet and County Council meetings only in order that Members might undertake a full assessment before any decision to roll out further was taken.**
- 4. Note that in the pilot period the Council Chamber would look to broadcast Full Council meetings approx. 6 times a year and the Edwards Room broadcast Cabinet meetings) approximately 12 times per annum.**
- 5. Note that soft market testing had indicated the initial purchase cost of the camera system for two rooms to be between £10,000 - £20,000 as a one-off capital cost.**

16 **Forward Plan and decisions taken under delegated authority**

16.1 The annexed report (16) by the Executive Director of Community and Environmental Services and Executive Director of Finance and Commercial Services was received.

16.2 **RESOLVED**

That the Committee:

- 1. Note the forward work programme at Appendix A to the report and ask that updates on funding bids for the improvement of the LoRaWAN network and mobile phone connectivity be provided at the next meeting.**
- 2. Note that no decisions were taken under delegated authority since the previous meeting.**

The meeting concluded at 12 noon

Chairman