***In attendance:*** *Councillors Rupert Barnes, Martin Brooks, Stephen Cox, Alex Hayward, Marie-Louise Nolan, Ann Shaw OBE*

*ICT Team, Sarah Haythorpe, Helen Wailling*

1. **Future ICT provision for Members - to gather information from Members on their future requirements to meet their needs as Councillors.**

* Well-timed – not email papers the day before a meeting.
* Infuriating if can’t pull up planning papers.
* Message ‘server not found’ at weekends.
* Don’t want to print off papers at home.
* Webmail – can’t get in. Unacceptable to be unable to access technology. Too many outages. Councillors need confidence that they can access emails.
* Need full and complete access to all email functions from all sources, through all mediums. Need to be able to access on phone, i-pad etc.
* When have rung Capita on weekends, have been told that no one is available.
* Outages seem to happen constantly before planning meetings.
* Would IT allowance be better used on a tablet etc?
* At work, I can’t get same access to webmail - can only get a bare minimum. Need standardisation.
* Appears differently on different PCs – we are at the mercy of Microsoft.
* Academy where I am a Governor has given me an i-pad which is brilliant.
* Using a tablet for some things will reduce the quality of debate (e.g. Planning Committee). Need to see Members’ expressions in the meeting, not all looking at tablets.
* Need a standard tablet but also paper copies.
* Another issue is downloading of attachments.
* Could do a bulk order of machines and get a discount. If we all have the same device, it would be standardised. Saving for me on all agendas.
* Other issue is password needs to be rest every 45 days. When you ring Capita, they don’t do a security check to check who you are.
* Twice Capita have told me that I have to reset my password via them, and can’t do it myself. Inconsistency of information – who do I call if I have an issue – Capita, or Ebele?
* Need a warning sent out of password expiring so we can change it / I got a reminder but thought it was a bogus message / Very straightforward for me to change my password.
* Archiving – I still need access to archived emails. Have to operate three different ways, depending on where I am.
* At work I can access archive / restore and search archived items, but it looks different – can’t access old items on Council. Need clear instructions.
* Need to use private computer setting so it doesn’t time out every five minutes.
* Can’t get spell check to work.
* I can’t move any emails into any folders. Also never mastered address book.
* Should be simple – we’re not all IT experts. Too many variables behind the scenes. Calendar doesn’t work on Windows 10.
* Try to change password – asks for domain – I have no idea what that means. Need simple instructions on paper to be sent to all Councillors.
* Compatibility with printers. Been told that to print, have to come into Council, because of Appgate.

1. **What is the best method and format for sending information/meeting papers to Members in the future to meet their requirements?**

* Have to standardise documentation. Personally don’t like pdfs – always seem to be a larger file size.
* Have to have both word and pdf.
* If we had tablets I would stop insistence on paper copies.
* What about Councillors who already have a favourite tablet etc?

1. **All Members already have a TRDC email account in line with PSN requirements – Members will in future have to access their emails using their TRDC email account only with no auto-forwarding to a home email account.**

* Don’t know what PSN means.
* I am never sure which email address I am sending things to – one Councillor says they don’t use their TRDC email address, and that emails from there don’t get forwarded to their home address.
* Need to become compliant asap.
* Can regulations make it harder to use other devices?
* Those who have emails forwarded to their home email addresses seem to be on the ball and can react more quickly. Those of us using TRDC email address not so much.

1. **How do Members see ICT helping them in the work they do to undertake their Council business effectively.  How can ICT meet Members requirements when working at home, at the Council offices or in other locations?**

* We depend on it – why it is important.
* I see papers when they are emailed. Could have a Members’ area on the website where we could access papers we should have.
* TRDC website not user-friendly. Our own area for documents would be better.
* There are software programmes available for case work management. Can you research that – something we could have on the shared, main drive. Would really help keep track of information. Need something on there about how to manage casework.
* Also, can we look into a wider version of the outlook calendar.
* Could we have links to sites we use a lot, e.g. ‘fix my street.’
* In regard to standardisation of devices, don’t make completely restrictive – need some personalisation.
* Need instructions / information given to us when we first become councillors.
* Need detailed schedule of training on all areas of PC use, has to be in evening, not on same night as a committee, but separately (e.g. a Saturday morning).
* ICT is a means to an end, not an end in itself. Many people in the Community don’t use computers and we should never forget that.