



Joint Report of the Head of Democratic Services & Head of Digital & Customer Services

Council – 27 January 2022

Councillors ICT Allowances Policy – May 2022 & Beyond

Purpose:	<p>The Democratic Services Committee on 10 January 2022 reviewed the “Councillors ICT Allowances Policy – May 2017 and Beyond” and recommend a May 2022 & Beyond version to Council.</p> <p>The amended Policy ensures that Councillors & Statutory Co-opted Members receive ICT provision suited to their needs and is compliant with the determinations of the Independent Remuneration Panel for Wales (IRPW).</p>
Policy Framework:	<p>Independent Remuneration Panel for Wales Annual Report. Local Government & Elections (Wales) Act 2021.</p>
Consultation:	<p>Access to Services, Finance, Legal.</p>
Recommendation(s):	<p>It is recommended that:</p> <ol style="list-style-type: none">1) The “Councillors ICT Allowances Policy – May 2022 & Beyond” be adopted.2) The Head of Digital & Customer Services provide a “Good Habits” Helpful Guide to Councillors setting out subjects such as Back Up & Sync etc.3) Modern.gov software Training be added to the Councillors Induction Programme.
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1. Introduction

- 1.1 The Councillors ICT (Information, Communication & Technology) Allowances Policy – May 2017 & Beyond was adopted in December 2016 and amended following a review in September 2018.
- 1.2 ICT plays an essential part in enabling Councillors and Statutory Co-opted Members to undertake their roles. Modern digital equipment and systems ensure they work effectively and securely.
- 1.3 The Councillors ICT Allowances Policy includes payments for Councillors & the Statutory Co-opted Members relating to Broadband, Data, ICT, Voice communication and related support together with and any other aspect deemed appropriate by the Head of Democratic Services.
- 1.4 The Policy is reviewed regularly and a new version is set out for each Council Term. The forthcoming term being May 2022 to May 2027.
- 1.5 The review allows technologies to be made available and to align Councillors role to the any new Authority strategies. The Authority has a strong digital culture and an ambition aiming to make Swansea a lead Authority in the UK.
- 1.6 This approach links with the determinations of the Independent Remuneration Panel for Wales (IRPW) by which the Authority is bound. Details of the latest IRPW Annual Report and other information may be viewed on their website. <https://gov.wales/independent-remuneration-panel-wales>
- 1.7 References to Councillors in this Policy should be read to also include the Statutory Co-opted Members unless specified otherwise.
- 1.8 The Democratic Services Committee at its meeting on 10 January 2022 reviewed the Councillors ICT Allowances Policy and recommended the amended version as outlined in **Appendix A** of the report be adopted.

2. Supporting the Work of Local Authority Elected Members – IRPW Determinations

- 2.1 Determinations 10 and 11 of the Draft IRPW Annual Report 2022 state:

“Determination 10: Each Authority, through its Democratic Services Committee, must ensure that all of its members are given as much support as is necessary to enable them to fulfil their duties effectively. All elected members should be provided with adequate telephone, email and internet facilities giving access to appropriate information”.

“Determination 11: Such support should be without cost to the individual member. Deductions must not be made from members’ salaries by the respective Authority as a contribution towards cost of support which the Authority has decided necessary for the effectiveness and / or efficiency of members.”

3. Current ICT Arrangements

- 3.1 The Authority provides each Councillor with an ICT Allowance in order to enable them to fulfil their duties. The ICT Allowance allows Councillors to purchase their own equipment and support. The ICT Allowance should be used to purchase items such as desktop or laptop PC, Tablet Computer, Printer and Software), ICT Peripherals (such as storage, backup facilities, printer paper and ink) etc.
- 3.2 In addition to the ICT Allowance, there are allowances for Data, Phone and Mobile Phones.
- 3.3 This current arrangement allows the flexibility that Councillors requested prior to the Local Government Elections in May 2012. It effectively provides bring your own device (BYOD) technology to Councillors. Councillors are able to purchase whichever device they find beneficial for their work.
- 3.4 Councillors agreed in 2017 to continue with the flexible arrangement of purchasing their own equipment. The principle of Councillors being able to use the equipment for their personal use, without the restrictions that a corporate device would impose was welcomed.
- 3.5 The Authority provides software for Councillors to access their emails and files via Microsoft Office 365. A WiFi network is also available in the main Council buildings enabling Councillors to use their personal devices.
- 3.6 A number of Council provided PC's are also provided in the Political Group Rooms and the Cabinet Rooms for Councillors use. The Council's Digital Services Team supports these devices.
- 3.7 Councillors in receipt of a Senior Salary and Political Group Leaders are also provided on request with a Council provided laptop. The Council's Digital Services Team supports these laptops.
- 3.8 Councillor Self Service allows Councillors to view, amend and apply for things via Oracle including:
 - Payslips, P60's and P11d's.
 - Changes to personal details (address, bank etc.).
 - Car Parking Permits.
 - Mileage and Expenses Claims.
- 3.9 This has reduced printing costs, saved administration time and costs. All of which will assist the Authority in managing its financial position. This approach compliments the Authority's Digital Strategy.

4. ICT Changes during 2017-2022

- 4.1 The Council's BYOD approach is popular with a number of Councillors; however, a number of backbench Councillors have asked for a Council provided device instead. This is not currently an option, but will need to be considered as part of the review for 2022 & beyond.
- 4.2 It is important to note that any Council provided device must be bound by rigid security settings, which will limit their use. This is not a negotiable point as the Authority is bound by the Government Security PSN (Public Services Network) compliance requirements.
- 4.3 The Covid-19 pandemic brought with it numerous challenges especially on seeking to manage hybrid meetings. The Head of Democratic Services and the Digital Change Co-ordinator spent weeks providing training to Councillors on the use of Microsoft Teams and eVoting, etc., so that they could participate in hybrid meetings. This proved challenging as Councillors had a number of differing devices and were running on differing software versions.
- 4.4 2021 also saw a directive with Council laptops being provided to those in receipt of a Senior Salary and Political Group Leaders. The intention being to assist those Chairing meetings etc.
- 4.5 The Covid-19 pandemic significantly affected the way that Councillors work. So much more is done electronically and remotely. This has led to a significant reduction in printing and delivery costs, as Councillors embrace new technology and changes. The Local Government & Elections (Wales) Act 2021 also brought about change, allowing Multi-Location Meetings to take place.
- 4.6 These changes mean that a Councillors ICT requirement has changed. No longer, can we expect a Councillor to manage on one device over a 5-year term. Councillors may require two devices to participate in one formal Committee, with one device used as the audio / video solution and the other for reading the agenda, minutes and reports.
- 4.7 Additionally, the processing power and storage requirement of software to operate on devices is increasing. This often impacts the lifespan of equipment.

5. Consultation Process for Review of Councillors' ICT Arrangements

- 5.1 The Head of Democratic Services and Head of Digital & Customer Services consulted with all Councillors via email in relation to the future options available. Councillors favoured maintaining the status quo with Councillors being provided with an adequate ICT Allowance for them to carry out their duties.
- 5.2 The Councillors ICT Policy – May 2022 & Beyond report was submitted to the Democratic Services Committee held on 8 November 2021 for consideration; however, the Committee referred the report to a Group consisting of the Political Group Leaders and members of Political Groups for further consideration.

5.3 That Group met on 14 December 2021 and considered the report and Policy. They made the following recommendations to the Democratic Services Committee:

- i) The Current arrangement of all Councillors purchasing their own devices using the Councillors ICT Allowance continue; however in exceptional circumstance the Head of Digital & Customer Services in consultation with the Head of Democratic Services may permit a Councillor to receive Council provided equipment should they determine it is required.
- ii) The Head of Digital & Customer Services review the amounts payable under each aspect of the Councillors ICT Allowances to ensure that they are adequate for 2022 & beyond and to ensure that they are considered as part of the budget process. The allowances being:
 - a) Councillors / Co-opted Members Data Allowances.
 - b) Councillors / Co-opted Members Telephone Allowance.
 - c) Councillors Mobile Phone Allowance.
 - d) Councillors / Co-opted Members ICT Allowance.
- iii) The Head of Digital & Customer Services provide a “Good Habits” Helpful Guide to Councillors setting out How to Back Up & Sync etc.
- iv) Modern.gov software Training be added to the Councillors Induction Programme.

6. Proposed Next Steps

6.1 The Committee are asked to consider the current ICT arrangement and the comments of the Group comprising the Political Group Leaders and to make a recommendation to Council as to their proposed Councillor ICT Arrangements for 2022 & beyond.

7. Councillors & Co-opted Members ICT Allowances

7.1 The types of ICT Allowances available to Councillors / Co-opted Members are defined in their relevant sections within the Policy:

- a) Councillors / Co-opted Members Data Allowance.
- b) Councillors / Co-opted Members Telephone Allowance.
- c) Councillors Mobile Phone Allowance.
- d) Councillors / Co-opted Members ICT Allowance.

7.2 As Statutory Co-opted Members do not have the same time commitment of a Councillor, the Co-opted Members Allowance has been set at 20% of that of a Councillor.

7.3 The Councillors’ ICT Allowance shall be subject to Tax and National Insurance deductions as determined by HMRC.

8. Integrated Assessment Implications

- 8.1 The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:
- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.
 - Advance equality of opportunity between people who share a protected characteristic and those who do not.
 - Foster good relations between people who share a protected characteristic and those who do not.
 - Deliver better outcomes for those people who experience socio-economic disadvantage.
 - Consider opportunities for people to use the Welsh language.
 - Treat the Welsh language no less favourably than English.
 - Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.
- 8.2 The Well-being of Future Generations (Wales) Act 2005 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.
- 8.3 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.
- 8.4 An IIA Screening Form has been completed and no adverse implications have been noted.

9. Financial Implications

- 9.1 Each of the Allowances referred to in this report shall be subject to Tax and National Insurance deductions as determined by HMRC.
- 9.2 The Allowances outlined in the report are contained within existing budgetary constraints; however, if the hybrid model was adopted, further costing work would be required as the costs could rise when considered against the provision of support, capacity to provide support and the ICT kit required. Since returning to the in-house delivery of ICT; the Council has realised annual savings of approximately £1.4M.
- 9.3 Since the Democratic Services Committee met on 10 January 2022, the Head of Digital & Customer Services has completed the review of Councillor ICT Allowances having listened to the points raised by the Political Groups Leaders. It is proposed that the amounts be raised to reflect CPI (Customer Price Index)

and Inflation and to meet the changes brought forward due to remote attendance at meetings. The new amounts are outlined within the Policy. The overall raise equates to approximately £27,000 over the 5-year term.

- 9.4 It is important to note that whilst Councillors & Co-opted Members will see an uplift, the overall cost to the Authority is offset due to the reduced printing costs and the fact that agendas are no longer being physically delivered.

10. Legal Implications

- 10.1 The proposals identified are in accordance with relevant legislation.

Background Papers: None.

Appendices:

Appendix A Councillors' ICT Allowances Policy – May 2022 & Beyond.

Councillors' ICT Allowances Policy - May 2022 & Beyond

1. Introduction

- 1.1 Data (Broadband), ICT and Voice Communications equipment and systems are essential to enable Councillors and Co-opted Members to carry out their responsibilities effectively and securely.
- 1.2 This Policy is regularly reviewed by the Head of Democratic Services and Democratic Services Committee in order to allow for new technologies to be made available and to align Councillors and Co-opted Members to the Digital strategy of the Authority. Councillors are part of the Authority's rollout of a Digital culture ambition aiming to make Swansea a lead Authority in the UK.
- 1.3 This Policy links with the determinations of the Independent Remuneration Panel for Wales (IRPW) by which the Authority is bound. Details of the latest IRPW Annual Report and other information may be viewed on their website. <https://gov.wales/independent-remuneration-panel-wales>
- 1.4 In addition to the Councillors' ICT Allowances, the Authority also provides Office 365 for Councillors to use and the Authority's main buildings are covered by WiFi. Each Political Group Room is fitted out with PC's and Telephones.

2. Supporting the Work of Local Authority Members - IRPW Determinations

- 2.1 The Independent Remuneration Panel for Wales set out determinations each year in their Annual Report. A number of these determinations relate to how an Authority should support the work of Councillors and Co-opted Members.
- 2.2 The determinations set out rules to ensure that the Authority provides as much support as is necessary to enable Councillors / Co-opted Members to fulfil their duties effectively by provided them with adequate telephone and email facilities and electronic access to appropriate information. Deductions must not be made from members' salaries by the respective Authority as a contribution towards cost of support.
- 2.3 These determinations apply to Councillors and the Statutory Co-opted Members. The IRPW have also determined that the Community / Town Council Representative on the Standards Committee is to be treated as a Co-opted Member for this purpose.
- 2.4 By May 2022, the Authority will have **14** Statutory Co-opted Members and **1** Community / Town Council Representative:
 - Chair of Governance & Audit Committee **x 1**.
 - Ordinary Member of the Governance & Audit Committee **x 4**.
 - Chair of Standards Committee **x 1**.
 - Ordinary Members of the Standards Committee **x 4**.

- Ordinary Members of Scrutiny Programme Committee x 4.
- Community / Town Councillor Representative of the Standards Committee x 1.

3. Councillors' & Co-opted Members ICT Allowances

3.1 There are 3 types of ICT Allowances available to Councillors / Co-opted Members. They are defined in their relevant sections within this Policy:

- e) Councillors / Co-opted Members' Data & Telephone Allowance;
- f) Councillors' Mobile Phone Allowance;
- g) Councillors / Co-opted Members' ICT Allowance.

3.2 As Statutory Co-opted Members do not have the same time commitment of a Councillor, the Councillors / Co-opted Members' Data & Telephone Allowance and the Councillors / Co-opted Members' ICT Allowance element for Co-opted Members has been set at 20% of that of a Councillor.

4. Councillors / Co-opted Members' Data & Telephone Allowance

4.1 The digital era has led to people including Councillors / Co-opted Members working in different ways to address their various connectivity requirements. Some people choose to have a broadband connection at home, others choose to have access to the internet on their mobile device or utilise a data dongle.

4.2 The Authority pays a monthly Data & Telephone Allowance to all Councillors / Co-opted Members providing:

- a) They produce proof twice in their 5-year term of Office of their Data and Telephone connection at their home in line with the instructions of the Head of Democratic Services;
- b) They are not in receipt of a payment for Data and Telephone at their home from a third party due to their employment or via an election;
- c) They allow for their telephone number to be published on the Authority's website and promoted as necessary save in exceptional circumstances.

4.3 As Statutory Co-opted Members do not have the same time commitment of a Councillor, the ICT Allowance and Data & Telephone Allowance for a Co-opted Member be set at 20% of that of a Councillor.

4.4 The Councillors / Co-opted Members' Data & Telephone Allowance is set out below:

	Data	Telephone
Councillor	£17.50	£10.00
Co-opted Member	£3.50	£2.00

- 4.5 The **Telephone element** of the Councillors / Co-opted Members' Data & Telephone Allowance, shall only be paid once per Councillor / Co-opted Member household (i.e. if there are 2 or more Councillors / Co-opted Members living at the address then only one person shall receive the Telephone element of the Allowance).
- 4.6 The **Data element** of the Councillors / Co-opted Member's Data & Telephone Allowance shall be paid for either one broadband or one mobile data contract per Councillor /Co-opted Member. This will be limited to one static broadband contract per household; however more than one Mobile Data Contract per household is permissible.
- 4.7 Under HM Revenue and Customs (HMRC) rules, the Councillors / Co-opted Members' Data & Telephone Allowance shall be subject to Tax and National Insurance deductions.
- 4.8 Should a Councillor / Co-opted Member cease to remain a Councillor / Co-opted Member the Councillors / Co-opted Members' Data & Telephone Allowance shall cease and any Data / Telephone contract taken out by the Councillor / Co-opted Member shall remain their sole responsibility as will any repayments. Please also refer to the section relating to **“What happens if a Councillor / Co-opted Member ceases to hold Office?”**

5. Councillors' Mobile Phone Allowance

- 5.1 The Authority currently pays a monthly Councillors' Mobile Phone Allowance to qualifying Councillors in order to supplement their mobile phone bills due their increased use for Council business providing:
- a) Councillors produce proof twice in their 5-year term of Office of their Mobile Phone contract in line with the instructions of the Head of Democratic Services
 - b) Councillors in receipt of the Councillors' Mobile Phone Allowance must allow their mobile telephone number to be published on the Authority's website and promoted as necessary save in exceptional circumstances.
- 5.2 Under HM Revenue and Customs rules, the Councillors' Mobile Phone Allowance shall be subject to Tax and National Insurance deductions.
- 5.3 There are 12 Qualifying Councillors: Cabinet Members, Presiding Member and the Leader of the Largest Opposition Group. The Councillors' Mobile Phone Allowance is currently set at £25 per Qualifying Councillor per month.
- 5.4 The Councillors' Mobile Phone Allowance is payable from the date when the Councillor is appointed by Council / Leader of the Council to a Qualifying Councillor position.

5.5 Should a Councillor cease to remain a Qualifying Councillor (as defined above) the Councillors' Mobile Phone Allowance shall cease and any Mobile Phone contract taken out by the Councillor shall remain their sole responsibility as will any repayments.

5.6 Should a Councillor cease to remain a Councillor the Councillors' Mobile Phone Allowance shall cease and any Mobile Phone contract taken out by the Councillor shall remain their sole responsibility as will any repayments. Please also refer to the section relating to **“What happens if a Councillor / Co-opted Member ceases to hold Office?”**

6. Councillors / Co-opted Members' ICT Allowance

6.1 The Councillors / Co-opted Members' ICT Allowance allows Councillors / Co-opted Members to purchase their own ICT equipment such as desktop or laptop PC, Tablet Computer, Printer and Software, ICT Peripherals such as storage, backup facilities, printer paper and ink and ICT Support.

6.2 The Authority recommends that an element of this allowance be used to purchase an ICT support service. **ICT Support is defined as:** Either an ad-hoc or fixed contract with a third party (Not the Authority) aimed at providing ICT support should any element of your ICT equipment fail.

6.3 The Authority will only provide ICT Support for issues directly linked to the Authorities systems, such as Password Reset, Access to Office 365 and Oracle. The Authority will also provide general guidelines should the issue relate to an issue with the Councillors device, in order to aid them when having to contact an external ICT Support supplier.

6.4 The Councillors / Co-opted Members' ICT Allowance system is effectively a “Bring Your Own Device” (BYOD) arrangement. Councillors / Co-opted Members are able to purchase whichever device they find beneficial for their work; however, they should be mindful that it is highly recommended that their device is compatible with **Microsoft Office**.

6.5 Should a device not be compatible with Microsoft Office, Councillors / Co-opted Members may not be able to open documents sent to them by the Authority and in turn the Authority may not be able to open documents which the Councillor / Co-Opted Member sends them.

6.6 The Councillors / Co-opted Members' ICT Allowance is paid to all Councillors / Co-opted Members on request providing:

- a) They produce a receipt proving their purchase of relevant ICT items;
- b) They submit their claim on the Councillors' and Co-opted Members ICT Allowance Claim Form which is outlined at **Appendix 1** and / or by providing the bill as proof.

- 6.7 Under HM Revenue and Customs rules, the Councillors' and Co-opted Members ICT Allowance shall be subject to Tax and National Insurance deductions.
- 6.8 The following table sets out the total amounts that can be claimed under the Councillors / Co-opted Members' ICT Allowance:

Councillors / Co-opted Members' ICT Allowance Amounts	Councillor	Co-opted Member
The figure sets out the amount permitted to be sent over the 5-year terms of Office. It equates to £400 per annum for Councillors & £80 per annum for Co-opted Members. Note: The Authority will not pay any additional monies until the following Local Government Election.	£2,000	£400

7. What happens if a Councillor / Co-opted Member ceases to hold Office?

- 7.1 If a Councillor / Co-opted Member ceases to hold Office for whatever reason during their Term of Office, the Authority will immediately cease payment of any Allowance that they had previously been entitled to.
- 7.2 Any contract taken out by the Councillor / Co-opted Member during their period of Office will be their sole responsibility. The Authority will not make any payments towards the remaining period of the contract(s).
- 7.3 Any ICT equipment and ICT support purchased during a Councillors / Co-opted Members Term of Office shall automatically become their property. The Authority shall have no legal claim to it.
- 7.4 Should the Councillor / Co-opted Member cease to hold Office within the first 12 months of being elected / appointed they must repay any ICT Allowance which they received on a complete month pro rata basis. This paragraph is waived should a Councillor / Co-opted Member die during their Term of Office.

8. Data Protection Act / Security Advice (Anti-Virus, Anti-Spam, Firewall and Encryption)

- 8.1 Councillors are likely to handle personal information about individuals; as such they have a number of legal obligations to protect that information under the Data Protection Act 1998. Should a Councillor fail to comply with this Act then they would be liable to a fine of up to £5,000.
- 8.2 The Authority strongly advises that Councillors / Co-Opted Members install Anti-Virus, Anti-Spam and Encryption software and use password protection on any PC, Laptop, Tablet, Mobile Phone etc. used for Councillor Business. The use of a personal Firewall should also be considered. For advice in this area,

Councillors should take appropriate security advice from their external ICT Support provider.

9. Claiming of Allowances and Providing Receipts / Proof of Purchase

- 9.1 Councillors / Co-opted Members must produce proof of Data, Telephone connection at their home, Mobile Phone (for relevant Councillors) twice in their 5-year term of Office in line with the instructions of the Head of Democratic Services to receive this monthly allowance. Proof shall be required during May / June each year and should be given to the Cabinet Office / Democratic Services Team as appropriate.
- 9.2 Failure to provide proof of a Data / Telephone / Mobile Phone contract during May / June each year will result in payments being stopped until proof is provided. The Authority shall not backdate any payments beyond 3 months.
- 9.3 **Claiming the Councillors / Co-opted Members' ICT Allowance.** Councillors / Co-opted Members should purchase the ICT equipment they require and complete the Councillors / Co-opted Members' ICT Allowance Claim Form as shown in **Appendix 1**. The Claim Form should be returned to the Cabinet Office / Democratic Services Team as appropriate.

10. Councillors Self Service

- 10.1 Councillor Self Service allows Councillors to view, amend and apply for things via relevant software including:
- Payslips, P60's and P11d's;
 - Changes to personal details (address, bank etc.);
 - Car Parking Permits;
 - Mileage and Expenses Claims.
- 10.3 Self Service, will reduce printing costs, save administration time and costs and allow Councillors to update their information in real time.
- 10.4 User Guides are available on the Authority's StaffNet site <http://www.swansea.gov.uk/staffnet/mileageandexpenses>
- 10.5 Modern.gov is the Authority's software solution for meeting management including placing agendas, reports and minutes online. It is an integrated package which aims to simplify websites for Councillors, Officers and the public.

Appendices:

Appendix 1	Councillors / Co-opted Members ICT Allowance Claim Form.
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Councillor / Co-opted Members Name:	
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Provide details of ICT items or support purchased. In accordance with the Independent Remuneration Panel for Wales (IRPW) Councillors' ICT Allowance payments will only be made to Councillors following the completion of this form **together with the relevant receipt(s)**.

Date Purchased (DD/MM/YEAR)	Cost
Total Amount Claimed	£

Note:

- i) *I have incurred these costs to enable me to fulfil my duties as a Councillor in accordance with the IRPW.*
- ii) *Councillors' ICT Allowance. **Councillors:** £2,000 (over 5-years i.e. £400 p.a.). **Co-opted Members:** £400 (over 5-years i.e. £80 p.a.). The sums may be taken as a lump sum providing a receipt is provided. The Authority will not pay any additional monies until the following Local Government Election.*

For Office Use	Checked By:	Month Paid:	
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Not for Publication

Councillor Signature:		Date:	
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Address:	
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Post Code:	Payroll No.
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Item(s) / Service(s) Purchased	