# IT provision Survey – Councillors

A survey designed by the Value for Money Council Scrutiny Committee subgroup was circulated to Members during October to gather the views of ESBC councillors in relation to the current ESBC IT provision.

16 (of 39) councillors completed the questionnaire.

Individual names / job titles have been removed.

Question 1: Overall, how happy are you with the current IT (hardware & software) provision at the ESBC?

The majority of respondents were either somewhat or very satisfied with the current IT provision at ESBC.
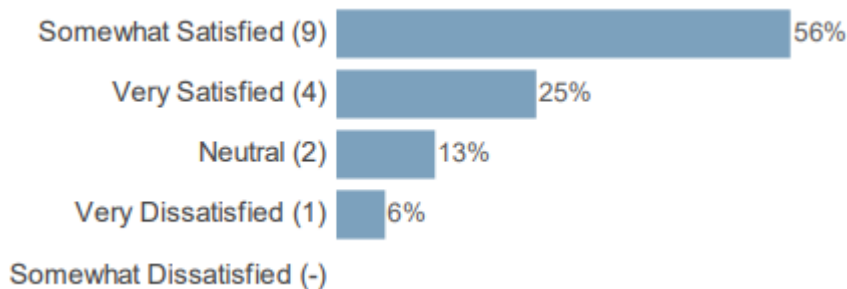
Question 2: Which corporate IT systems do you interact with in your ESBC role, and how satisfied are you with them?

	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Not Applicable
Outlook	1 (6%)	2 (13%)	0 (0%)	3 (19%)	10 (63%)	0 (0%)
Council Website	2 (13%)	2 (13%)	7 (44%)	2 (13%)	3 (19%)	0 (0%)
Printers	0 (0%)	1 (6%)	3 (19%)	0 (0%)	3 (19%)	9 (56%)
Planning Portal	1 (6%)	2 (13%)	4 (25%)	5 (31%)	4 (25%)	0 (0%)

Note the Council's website is currently being upgraded but is outside of the scope of this scrutiny review, as is the Planning Portal.

Question 3: Please summarise the key IT problems you encounter in undertaking your ESBC role. These may relate to, for example, the efficiency of working with systems, the need for workarounds to known system limitations etc.

Most responses related to Mailbox size.

Search on ESBC website not good unless you know exactly what you're looking for Planning not easy to use without pac number
Mailbox is often full. This is despite actioning incoming mail and is often due to emails with a lot of attachments that I need to keep in the in box to work on. It can be very frustrating to have to empty the mailbox sufficiently to allow mail to be sent. Also, often there appears to be no reason why mail won't send and sits in the outbox.
main problem has been lack of storage but this has now been rectified. not enough time to comment on system enhancement yet
Lack of storage on my e mail account ▇▇▇▇
lack of storage was a huge issue.
Outlook was poor and frustrating however since getting the new office365, its much better. council website difficult to navigate, poor search facilities, and some information missing printers - good planning portal - the information is available but clunky, and difficult to find things
Not always understanding how stuff works
My main issue was lack of space for emails, this has been resolved since I have been switched over (thanks ▇▇▇)

Question 4: Please summarise the key IT problems you encounter in undertaking your ESBC role. These may relate to, for example, the efficiency of working with systems, the need for workarounds to known system limitations etc.

I find the Council website rather awkwardly structured, and lacking in information in some areas. When I could signpost parishioners to the website for assistance they seem to struggle accessing the information.   While I am comfortable with the amount of written information on the website I do wonder if the information presentation / type is sub-optimal for a younger generation. Parishioners, myself included all seem to struggle with the layout of the planning portal pages in particular. I'm convinced the keyword search page doesn't work at all.

Not enough storage for emails and attachments. In order to work efficiently, I like to keep my emails in folders and keep current issues in my main email list. I am advised to save attachments but this means I lose the continuity of email threads. Photos and other organisation logos seem a particular problem. I'm frequently told I'm at capacity but I've never encountered this previously in my full time working life. Printers- I use my home printer but there are frequent connection problems and the scan function has stopped working altogether even thogh it works fine on my adjacent personal laptop. It seems unresolvable so I find myself having to send emails to myself, scan them back to myself, e,g, those that have to be signed for HR.

No problems

I find the planning portal ok if you know the application number, but not so easy for general searches.

Remembering to access my computer.

If you want to search for something on the website, it is far easier to enter the search term into google followed by ESBC, the search function on the website does not return accurate results and those it does return are very old. Planning portal and mapping system is very useful as long as it is kept up to date. On occasion new applications are not entered so when you do a map search nothing comes up, likewise historic applications some times have not been entered nor have some applications been completed. There are a number of applications pending decision from as far back as the 80's when in reality these applications have long since lapsed. The mapping feature is not being utilised to it's full potential. Is there any reason why other ESBC activities could not be uploaded, for example, land ESBC own or maintain, boundaries of SCC divisions or bin collections.

just basic, nothing major.

the website is very dated and the search tool in particular doesn't offer a user friendly interface, I find it most difficult to navigate to where i want to be without officers and colleagues sending me links to the correct 'Area' or directly to the document. the Outlook service is much improved since going to cloud as storage had been a major issue. I also feel much more comfortable now that I can access emails via a personal device as this means it is more convenient to perform my role.

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Question 5: Do you know how to raise issues with the IT infrastructure if you encounter them?

Yes (15)	94%
No (1)	6%

Question 6: If you did raise issues with IT were these resolved to your satisfaction? Were you happy with the speed of resolution? Feel free to provide examples as necessary.

Yes, resolved quickly

very seldom needed to but always happy with result

yes

I have had a couple of issues and found the IT Team very swift at dealing with them.

Generally, yes, but expectation is low

Many times have I been helped by IT and they always resolve the issues quickly. Normally it's me not understanding something rather than any issue with the system.

Yes

Contact by email seems to work really well with the team, but finding staff in person in the town hall doesn't really work, and finding their phone number isn't easy. So, for less urgent queries it all works really well, but for urgent queries less easy.

No, see above.

Yes immediately

Yes

I have not raised issues

Yes reasonably, issues have always been dealt with pretty quickly

very happy.

NA I have never approached officered for support, more so colleagues to advise.

Question 7: Do you have ideas for future innovation in IT provision within ESBC? These could come from for example your experiences working for other organisations?

Better search facilities for ESBC web site

It has been suggested to outsource IT or to amalgamate with another authority to save on costs and share ideas.

n/a

no

I find the provision to be adequate for my needs at present.

Improved mapping front end to most systems, ie reporting issues via GIS, planning access via GIS (sort of possible now). member intranet (ie member info all in one place).

no

Not really

Workflow automation seems an area that could be leveraged further using platforms we already have access to, such as Microsoft teams. Password reset?

It would be great to receive emails on my phone but this was not acheived when I brought it in. Most people work 'on the go' these days. There needs to be an update of the ESBC website and councillors to have access to all of it, not just public facing buts. I find it impossible to get around and find documents using the search function.

No

No - the cloud storage is a good idea, to reduce time spent clearing emails.

Apple hardware

Question 8: Do you have ideas for future innovation in IT provision within ESBC? These could come from for example your experiences working for other organisations?

Shared drive should be made available remotely. Restricted drive folders for political groups and individual members could be useful. Recent innovation to email inboxes being available on personal devices is astonishing progression, yet this service has been possible for many years outside the organisation, the same goes for shared drives.

The Digital working group are doing this and with some interesting stuff.

I feel it might be useful for Councillors (and perhaps the public) if the planning portal map tool had a layer which highlighted ownership/maintenance responsibility to the correct authority, and included a contact for each. for example, a piece of land owned by one authority but managed by another, a grass verge, a park open space. This would certainly be helpful when making enquiries on simple but frequent issues such a grass cutting or street cleaning/littler picking.

Question 9: Do you believe there is any software that ESBC does not currently use that you believe should be investigated by ESBC?

No. Serves my purpose
None that I am aware of.
n/a
no
No presently
currently ESBC adopt a build rather than buy approach (eg Druple for web development). This may be cheaper by functionally may not be the best
no
Using Microsoft Teams as I find it useful in my working life
No
I've been out of the workforce for some time so am not up to date.
No
No
Nio
none
maybe Microsoft teams and live streaming council meetings.
I am not well informed enough to understand the extent of softwear use outside of the user interface.

Question 10: If you would be happy to be contacted for follow up questions regarding your response please provide your email address.

6 councillors provided contact details:

- Cllr G Allen
- Cllr L Beech
- Cllr M Fitzpatrick
- Cllr D Fletcher
- Cllr S McKiernan
- Cllr S Sankey