



Belfast City Council

Report to:	Strategic P&R
Subject:	iPads for members
Date:	24th January 2012
Reporting Officer:	Ronan Cregan, Director of Finance & Resources
Contact Officer:	Paul Gribben, Head of ISB

	Purpose of Paper
1.1	To update Strategic P&R on the use of iPads to enhance access to information for members.

	Relevant Background Information
2.1	November and December saw the successful roll out of iPads to Members. This paper outlines progress to date and plans for the rollout of the 'Modern.gov' and 'MyBelfast' apps.
2.2	The 'Modern.Gov' app will further enhance access to agendas, minutes and reports and the 'MyBelfast' app will provide opportunities for councillors to communicate more easily with their constituents by making information and access to council services available outside the traditional office.

	Key Issues
3.1	<p>Modern.Gov</p> <p>The latest version of the 'Modern.Gov' app further enhances access to agendas, minutes and reports that are currently made available to councillors via the modern.gov system. The key improvement is secure access to restricted documents that are not available to members of the public. The app will provide Members with access to the previous 6 months papers and will allow them to permanently store papers that are of particular interest. Improvements in functionality include the ability to:</p> <ul style="list-style-type: none"> • highlight sections of the pack, • underline sections of interest, • insert notes written with your finger or with a stylus, • make typed annotations just as you would with an electronic report, • navigate directly to bookmarked sections, • navigate directly to your own annotations, • search for keywords, • move to the page number you want, • and email on the original or annotated document.
3.2	<p>MyBelfast</p> <p>ISB have completed the first phase of development of the 'MyBelfast' app. This includes direct integration of the app with the Cleansing and Waste Management CRM systems. This will provide the ability for Members to submit reports that feed into the Council's back office systems for automatic action by officers. Examples of the services that have been included in version 1 of the app include reporting:</p> <ul style="list-style-type: none"> • abandoned vehicles, • issues with bin collections, • graffiti, • or open and vacant buildings.
3.3	<p>When a report is submitted an automatic email will be sent acknowledging receipt of the report and indicating when action is expected to be taken. A further email will be delivered when action has been taken and the report closed in the back office system.</p>
3.4	<p>The app includes the ability to pinpoint the site of any report using mapping functionality and also provides the ability to take and attach a photograph related to the report.</p>
3.5	<p>Each member will then be able to see a list of the reports that they have submitted, which ones remain open and those that have been resolved and closed. This list can also be viewed on a map which opens up the possibility of highlighting hotspots and analysing information across the city or at a more local level.</p>
3.6	<p>The app also links up with information provided on the council's website including:</p> <ul style="list-style-type: none"> • tenders • jobs • events • and find my nearest – leisure centre, park etc..

3.7	It should be noted that further enhancements will be added to the app as they are developed and key to this will be the feedback provided by members around the services that are most valuable to them on a day-to-day basis. We will also be working with other public bodies to enhance the information provided through the app to deal with as many services as possible whether they are provided by the Council or not.
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	Resource Implications
4.1	<p>iPad timeline</p> <p><u>November/December</u></p> <ul style="list-style-type: none"> • 48 councillors received their iPad <p><u>January/February</u></p> <ul style="list-style-type: none"> • Party Briefings to update members on the 'Modern.Gov' and 'MyBelfast' apps will be completed. • The schedule for secure configuration and registration of the 'Modern.Gov' and 'MyBelfast' apps and follow up training, are currently being arranged through Democratic Services. <p><u>February/March</u></p> <ul style="list-style-type: none"> • Additional support around the use of iPads and Council apps will continue to be provided by both Democratic Services and ISB. • Modern.Gov will be available for Members to use by in Council and committee meetings on a pilot basis. • The 'MyBelfast' app will be trialled by members and improvements based on members' feedback will be developed and included before promotion of the app to the wider public in April. <p><u>April onwards</u></p> <ul style="list-style-type: none"> • Once the resilience of the 'modern.Gov' app has been fully tested, the number of printed minute books and committee reports will be reduced and the savings outlined in the original business case will start to be realised.
4.2	Councillors must continue to be adequately supported on the use of the iPad in a business context. We will maintain support and training tailored on an individual basis.

	Recommendations
5.1	Members are asked to note the contents of the report and as per recent correspondence to contact Democratic Services to schedule a slot for secure installation and training.

	Documents Attached
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