Meeting	Member Support Steering Group
Date	11 September 2014
Present	Councillors Douglas (Chair), Boyce, Runciman (Vice-Chair) and Steward
Apologies	Councillor Looker

29.   Declarations of Interest

At this point in the meeting, Members were asked to declare any personal, prejudicial or pecuniary interests in the business on the agenda. None were declared.

30.   Minutes

Resolved: That the minutes of the last meeting of the Member Support Steering Group held on 13 March 2014 be approved and signed by the chair as a correct record.

31.   Public Participation

It was reported that there had been no registrations to speak under the Council's Public Participation Scheme.

32.   Update on Membersphere & Councillor Casebook

Members received a verbal update from the ICT Digital Manager on the Membersphere application and the self service portal, Councillor Casebook.

Update on Membersphere

The ICT Digital Manager outlined the original concept for Membersphere, providing a platform to store and share information, links and communication in one place . There had been some delays in getting to the current stage of development as a result of new Cabinet Office restrictions on PSN (Public Service Network). Once fully developed, it was intended to

provide a fully operational Membersphere to all Councillors in time for newly elected Councillors in May 2015. Thereafter, a prototype would be offered to interested partners or businesses for commercial purposes. The initial stages of development, however, were due to be completed by mid October 2014, at which point it would be available for user testing by Members.

Members acknowledged the importance of testing the application thoroughly and suggested testing with more reluctant users and those with specific needs. They agreed that in order for Membersphere to become the accepted method for sharing information, it was important to encourage its use by ensuring it was used as the main channel for putting out communications to Members.

Members stressed that the application must be accessible remotely and by those Members who only had a laptop (rather than tablet or smart phone). Officers advised that the application would be accessed through a tab on the internet browser. Dependent on demand, there was the possibility of creating an app to facilitate access using a tablet or smart phone.

It was agreed that testing of the functionality would be arranged over the forthcoming weeks and an update would be provided at a future meeting.

Update on Councillor Casebook

With regard to the self service portal Councillor Casebook (Lagan Lite), the ICT Digital Manager advised Members that the Council had withdrawn its commitment to Lagan as the Council's Customer Relationship Management system (CRM) because it was no longer fit for purpose . A replacement was in the scope of the council's new transformation programme, Rewiring Public Services, and shortlisting was already underway. As a result of the decision to withdraw from the current Lagan platform, the platform on which the new 'Councillor Casebook' would be built would have to change. As a commitment to Members, it was intended to try to support the inclusion of the 'Councillor Casebook' element as one of the early deliverables of the new CRM. The revamped Council website would become the main priority however, targeted for April 2015.

It was now unlikely therefore that the new embedded system for helping Members track reported cases in their wards would be in place in time for any new Members coming in in May 2015.

Resolved: (i)   That the update on the Membersphere application be noted.

(ii)   That a further update on Membersphere be provided at the next meeting on 27 November 2014.

(iii)   That the update on the self service portal Councillor Casebook be noted.

Resolved: In order to keep Members up to date regarding ICT developments which affect them.

33.   Work Plan

Members considered the annual work plan for the Steering Group for 2014-15.

Members queried why the workplan only included meetings up to November 2014. On checking, the remaining meetings for the year had been diarised, and it was agreed that the work plan should be updated to include the remaining meetings for the current municipal year which would take place on 29 January and 12 March 2015.

The Group agreed they were happy to deal with all four items listed on the work programme for the next meeting in November. With regard to the item titled "Review of Support Facilities for Members at West Offices", the Chair explained that the intention had been to give each political group the opportunity to raise any issues they had. Members noted that suggestions put forward so far had included the introduction of a paper recycling bin close to Members lockers and the possibility of enabling Members to park outside West Offices for a short period (ie up to half an hour) in order to check contents of lockers etc. It was agreed that each group should coordinate feedback and the Facilities Co-ordinator be invited to attend the next meeting in order to be able to respond to the suggestions .

The next meeting was confirmed as 27th November 2014 at 4.30pm.

Resolved: (i)   That the work plan be noted and updated to include the remaining meetings for the municipal year.

(ii)   That each group be given the opportunity to put forward any suggestions/raise any issues regarding facilities for Members for discussion at the next meeting and that the

Facilities Coordinator be invited to this meeting to respond to issues raised by Members.[1]

(iii)   That the HR Development and Payroll Services Manager be invited to the next meeting to provide information on the itrent and Member Claims Review. [2]

Reason: To provide the Steering Group with a work programme for future meetings.

<u>Action Required</u>
1. Invite Facilities Coordinator to attend   LB
meeting on 27 November 2015.

2. Invite HR Development and Payroll   LB
Services Manager to attend meeting on 27
November 2015.

Councillor Douglas, Chair
[The meeting started at 4.30 pm and finished at 5.20 pm].