Appendix C: IT Provision to County Councillors

Equipment for individual Councillors

All councillors will be offered an appropriate laptop and ancillary hardware, including a mouse, and headset with microphone.

Councillors will also be provided with an appropriate android smart phone to support councillors on 'the go', which gives telephone, email and intranet/internet access. Councillors may, as an alternative, choose to use their own mobile phone.

Councillors will also be given the ability to download software to allow access to emails and calendar onto personal devices.

Shared Equipment and Facilities

Additional hardware, including keyboards and monitors will be made available to Cabinet Members, the Chairman and Vice Chairman of the Council, and in Political Group offices. Further PCs are available in the Members Retiring Room. These can be used with the laptop provided when working in the office. MFD printers are available to use throughout council buildings.

Systems

Councillors will have access to the Microsoft Office software for emails, word processing, spreadsheets and presentations, as well as the Microsoft 365 Portal allowing you to access your corporate data from any personal device via your web browser.

Additionally, there are online systems for submitting expenses claims, registering interests and accessing committee papers.

Councillors have access to a dedicated intranet portal, C-First, for accessing all the information and support a councillor will need.

Councillors will have access to the Modern.gov App, which is the system which the county council uses to manage all its Committees and Meetings and is available to download as an app for any Android, iPad or Windows device. Councillors will also be given access to the restricted version of the App, which allows access to view any Part II items.

Other systems you will have access to as a county councillor can be found in your [Councillor Handbook](#).

Councillors can request for their personal printer drivers to be installed to their LCC corporate laptop, to enable printing from their LCC corporate laptop to their personal printer at home. The councillor should email member.development@lancashire.gov.uk with details of their make and model of their printer for ICT to obtain the relevant software package.

Working Outside of the UK and Ireland

As an organisation, Lancashire Digital Services is committed to improving and maintaining our security to ensure our ways of working are as secure as possible. Therefore, access to systems such as email and MS Teams is typically restricted from outside the UK and Ireland.

However, sometimes it may be necessary for a councillor to continue working for a short period whilst abroad, for example on a family holiday. Councillors to continue working from destinations outside the UK and Ireland, councillors can request for access to be enabled for a specified period while traveling abroad. Note that this is not available in all countries and locations for security reasons. A list of approved countries can be obtained via Lancashire Digital Services.

Training

Councillors will receive initial ICT training at the Welcome Event for newly elected councillor and subsequent sessions for re-elected councillors. The rest of your ICT training will be provided through the Member Development Programme based on your individual training needs.

Technical Advice and Support

Councillor experiencing problems with ICT equipment should telephone the ICT helpdesk on 01772 532626 and select option 4 for Councillors or make a request via the ICT Portal. This service is available from 9am to 5pm Monday to Friday.

Dedicated ICT Drop-in sessions for councillors also regularly take place before Cabinet and Full Council meetings in the Platinum Jubilee. Hall from 9.00am until 1.00pm for councillors to drop in and report any issues or faults, ask any questions or receive support using corporate ICT equipment or corporate systems.

Digital Services technicians are also located in the DigiPlace at County Hall to assist with any ICT issues. This service is available from 8.30am to 4.30pm Monday to Friday.