

South Cambridgeshire Hall  
Cambourne Business Park  
Cambourne  
Cambridge  
CB23 6EA

t: 03450 450 500  
f: 01954 713149  
dx: DX 729500 Cambridge 15  
minicom: 01480 376743  
[www.scambs.gov.uk](http://www.scambs.gov.uk)



Wednesday 2 September 2009

To: Councillor TJ Wotherspoon, Portfolio Holder

SGM Kindersley

Opposition Spokesman

Dear Sir / Madam

You are invited to attend the next meeting of **POLICY AND PERFORMANCE PORTFOLIO HOLDER'S MEETING**, which will be held in **JEAVONS ROOM, FIRST FLOOR** at South Cambridgeshire Hall on **THURSDAY, 10 SEPTEMBER 2009** at **11.00 a.m.**

Yours faithfully  
**GJ HARLOCK**  
Chief Executive

**Requests for a large print agenda must be received at least 48 hours before the meeting.**

---

<b>AGENDA</b>		<b>PAGES</b>
<b>PROCEDURAL ITEMS</b>		
<b>1.</b>	<b>Declarations of Interest</b>	
<b>DECISION ITEMS</b>		
<b>2.</b>	<b>Government Connect: Councillors' E-mail Options</b> To consider recommendations made by the Scrutiny and Overview Committee on Thursday 3 September 2009.	<b>1 - 26</b>
<b>STANDING ITEMS</b>		
<b>3.</b>	<b>Date of Next Meeting</b>	

## **GUIDANCE NOTES FOR VISITORS TO SOUTH CAMBRIDGESHIRE HALL**

While the District Council endeavours to ensure that visitors come to no harm when visiting South Cambridgeshire Hall, those visitors also have a responsibility to make sure that they do not risk their own or others' safety.

### **Increased hygiene at South Cambridgeshire Hall**

In light of the swine flu pandemic, we have intensified our usual cleaning routines in council buildings. We have also introduced hand gel dispensers throughout the offices, including public areas. When visiting South Cambridgeshire Hall you are encouraged to use these facilities if and when required to help limit the spread of flu.

### **Security**

Members of the public attending meetings in non-public areas of the Council offices must report to Reception, sign in, and at all times wear the Visitor badges issued. Before leaving the building, such visitors must sign out and return their Visitor badges to Reception.

### **Emergency and Evacuation**

In the event of a fire, a continuous alarm will sound. Evacuate the building using the nearest escape route; from the Council Chamber or Mezzanine viewing gallery this would be via the staircase just outside the door. Go to the assembly point at the far side of the staff car park.

- **Do not** use the lifts to exit the building. If you are unable to negotiate stairs by yourself, the emergency staircase landings are provided with fire refuge areas, which afford protection for a minimum of 1.5 hours. Press the alarm button and wait for assistance from the Council fire wardens or the fire brigade.
- **Do not** re-enter the building until the officer in charge or the fire brigade confirms that it is safe to do so.

### **First Aid**

If someone feels unwell or needs first aid, please alert a member of staff.

### **Access for People with Disabilities**

The Council is committed to improving, for all members of the community, access to its agendas and minutes. We try to take all circumstances into account but, if you have any specific needs, please let us know, and we will do what we can to help you. All meeting rooms are accessible to wheelchair users. There are disabled toilet facilities on each floor of the building. Hearing loops and earphones are available from reception and can be used in all meeting rooms.

### **Toilets**

Public toilets are available on each floor of the building next to the lifts.

### **Recording of Business**

Unless specifically authorised by resolution, no audio and / or visual or photographic recording in any format is allowed at any meeting of the Council, the executive (Cabinet), or any committee, sub-committee or other sub-group of the Council or the executive.

### **Banners, Placards and similar items**

No member of the public shall be allowed to bring into or display at any Council meeting any banner, placard, poster or other similar item. The Chairman may require any such item to be removed.

### **Disturbance by Public**

If a member of the public interrupts proceedings, the Chairman will warn the person concerned. If they continue to interrupt, the Chairman will order their removal from the meeting room. If there is a general disturbance in any part of the meeting room open to the public, the Chairman may call for that part to be cleared.

### **Smoking**

Since 1 July 2008, the Council has operated a new Smoke Free Policy. Visitors are not allowed to smoke at any time within the Council offices, or in the car park or other grounds forming part of those offices.

### **Food and Drink**

Vending machines and a water dispenser are available on the ground floor near the lifts at the front of the building. Visitors are not allowed to bring food or drink into the meeting room.

### **Mobile Phones**

Visitors are asked to make sure that their phones and other mobile devices are set on silent / vibrate mode during meetings or are switched off altogether.

**SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL  
RECORD OF EXECUTIVE / CHIEF OFFICER DECISION**

This form should be used to record key and other decisions made by individual Portfolio Holders and key decisions made by Chief Officers. The contact officer will ensure that the signed and completed form is given to Democratic Services as soon as reasonably practicable after the decision has been taken.

Unless permission has been obtained from the Chairman of Council and the Chairman of the Scrutiny and Overview Committee that this decision be treated as a matter of urgency under Rule 12.19 of the Scrutiny and Overview Committee Procedure Rules, this decision will come into force, and may then be implemented, on the expiry of five working days after the publication of the decision, unless called in under Rule 7 of the Budget and Policy Framework Procedure Rules or Rule 12 of the Scrutiny and Overview Committee Procedure Rules.

<b>Portfolio</b>	Policy and Performance
<b>Subject Matter</b>	Government Connect: Councillors' E-mail Options
<b>Ward(s) Affected</b>	None
<b>Date Taken</b>	21 August 2009
<b>Contact Officer</b>	Steve Rayment, Head of ICT, 01954 713010
<b>Key Decision?</b>	No.
<b>In Forward Plan?</b>	No.
<b>Urgent?</b>	No.

**Purpose / Background**

For the Portfolio Holder to agree the future practice with regard to Members' email services, taking into consideration the implications of SCDC connectivity to the Government Connect service.

**Declaration(s) of Interest**

*Record below any relevant interest declared by any executive Member consulted or by an officer present in relation to the decision.*

None.

**Dispensation(s)**

*In respect of any conflict(s) of interest declared above, record below any dispensation(s) granted by the Council's Standards Committee.*

None.

**Consultation**

*Record below all parties consulted in relation to the decision.*

Other agencies involved with the Government Connect programme including other local authorities (inc our peers), County and Districts ICT Group, Department of Work and Pensions (DWP), Dean Bessel, Consultant (PMRC), Peter Johnson, Consultant (VEGA).

All elected District Councillors.

**Other Options Considered and Reasons for Rejection**

**Option:** Members chose which email account to use for Council business, either SCDC or personal

(a) Advantages

- (i) Most convenient for Members who currently have multiple email accounts and means that by choosing which email to use, they can access their emails from a single system as and where they wish, using the most convenient access method.

- (ii) For those Members (approximately 25) who already choose to use a cllr.x.x@scambs.gov.uk account, there will be no changes.
- (b) Disadvantages
  - (i) Members who chose to no longer use a cllr.x.x@scambs.gov.uk account will then have to use their own email accounts for all correspondence, Council or otherwise.
  - (ii) Members using their own email accounts will become responsible for their own backup / recovery and support arrangements via their independent service provider; at present all South Cambridgeshire emails are stored on a central server with a comprehensive backup and recovery regime managed by the ICT Support function.
  - (iii) Members will need to undertake a commitment to transfer of any relevant existing and historic South Cambridgeshire related email in the event that they cease to be a South Cambridgeshire councillor.
  - (iv) Security constraints mean that embedded internal links within emails sent to a personal address (for example emails with references to the South Cambridgeshire intranet) may not work and Members will need to access the pages directly via their secure network access.
  - (v) The Council may not be able to fully meet the commitments required for the Freedom of Information Act and the Data Protection Act.

**Reason for Rejection:** Compliance with Government Connect is not a choice – there is no ‘opt in / opt out’. Members are required to change the way they manage and use email as a communications tool for their Council business. Use of a private email address would effectively circumnavigate any FOI and DPA responsibilities of the Council and could result in a breach of legislation.

Final decision	Reason(s)
That Council ‘owned’ SCDC email accounts be retained for all Members (no autoforwarding to personal addresses allowed).	<ul style="list-style-type: none"> <li>(i) The Council fully meets the requirements of the Government Connect CoCo.</li> <li>(ii) Members will have access to a safe and secure email service with technical support from the ICT team.</li> <li>(iii) Emails relating to South Cambridgeshire business will be managed in line with existing standards and continuity issues will be minimised.</li> <li>(iv) A managed service including full Helpdesk assistance.</li> <li>(v) Full archive, backup and recovery options.</li> <li>(vi) increased mail box size (200Mb – some 2x larger than that offered by most personal Internet Service Providers).</li> <li>(vii) The Council’s commitment under the Freedom of Information Act and the Data Protection Act will be fully met.</li> </ul>

Signed	Name (CAPITALS)	Signature	Date
Portfolio Holder	T J WOTHERSPOON		
Lead Officer	S RAYMENT		

Further Information
Full report available on-line.

**Councillors' E-mail Options (Government Connect)**

The Policy and Performance Portfolio Holder asks all members to read the attached briefing note and appendix on the implications of SCDC connectivity to the Government Connect service and set out options for future practice with regard to Members' email services.

The Portfolio Holder will consider the available options and agree the way forward.

Comments should be made to the Portfolio Holder, Councillor TJ Wotherspoon, copied to Steve Rayment, Head of ICT.

**Published in Weekly Bulletin 12 August 2009**

Further details available at [www.scams.gov.uk/meetings](http://www.scams.gov.uk/meetings) by clicking on New Publications and selecting Weekly Bulletin for 12 August 2009 and scrolling down to Item 4.

This page is left blank intentionally.

**SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL**

---

<b>REPORT TO:</b>	Policy and Performance Portfolio Holder	Briefing Note
<b>AUTHOR/S:</b>	Executive Director, Corporate Services / Head of ICT	

---

**GOVERNMENT CONNECT – MEMBERS’ EMAIL ACCOUNTS**

**Purpose**

1. To update the portfolio holder on the implications of SCDC connectivity to the Government Connect service and set out options for future practice with regard to Members’ email services.
2. The portfolio holder is asked to consider the available options and agree the way forward.

**Introduction**

3. “Government Connect” is a new secure IT network that is being rolled out by central government to support secure data interchange between local authorities and government departments. The service is currently sponsored by the Department for Work and Pensions (DWP). The service includes a secure email system which allows interchange with other national public sector email services such as those provided by the NHS and the Criminal Justice IT service.
4. In signing up to the Government Connect service all local authorities are required to demonstrate compliance with the Government Connect “Code of Connection” (CoCo) which ensures the ongoing security of the service. This places constraints on ICT setups for local authorities and requires a change of practice regarding the way members access their email and the associated practice of forwarding of emails for members to private addresses.

**Background**

5. Information sharing between the various public sector agencies is fundamentally important for improved service delivery and is seen as being key for certain aspects of carrying out the duties associated with local government. The Government Connect project was initiated several years ago to facilitate joined-up working, shared services, identity management and efficiency gains.
6. However the project has gained urgency following the recent high profile data losses within the public sector, notably Her Majesty’s Revenue and Customs (HMRC). As a consequence of this, DWP have modified their policy regarding sensitive data interchange (see Appendix 1). In addition guidelines have been issued to ensure that emails containing sensitive information must only be sent via secure channels as opposed to the private connections which are currently in use. These more stringent requirements are already impacting service delivery in some areas and makes connection to the Government Connect service a priority.
7. The Government Connect Code of Connection (CoCo) imposes a number of conditions on local authorities which range from technical configuration requirements

through to policy changes. Many local authorities have found the process of compliance with the CoCo particularly arduous, although the South Cambridgeshire District Council CoCo draft submission to the Government Connect standards board was well received and the authority was complimented on evidence of a well-managed network. However there are a number of conditions still to be met and a project is underway to implement these in a timely manner.

## Issues

8. Access to Council 'internal' systems such as the intranet (InSite) will only be available via secure means using 2-factor authentication. This process uses a separate user interface, user login and a 'token' to generate a one-time password; it is already in place for a number of our peers including Cambridgeshire County, East Cambs and Fenland Districts.
9. One of the CoCo conditions concerns the auto forwarding of emails and this impacts current practice for a number of Members. Compliance with the Government Connect CoCo prevents the automatic forwarding emails from a x.x@scambs.gov.uk email address to any other 'less secure' address. The reason for this restriction is because the automatic forwarding of emails presents a potential security risk. For example, if Fred Smith has an automatic rule that all email addressed to fred.smith@scambs.gov.uk should be forwarded to fred.smith@hotmail.com then all email, whether generated internally within the Council's network or externally will automatically be forwarded to fred.smith@hotmail.com and will assume a Council identity with no control of the data or information contained within the email.
10. Another person within the authority might reasonably assume that internal email is a secure method of communication and send a highly confidential email to fred.smith@scambs.gov.uk. However because Fred Smith has set up a rule that automatically forwards all emails to fred.smith@hotmail.co.uk, unbeknownst to the sender, the email is sent unprotected across the public Internet network.
11. Due to the special requirements of Members, there has been an exemption in place for some time now that allows the system to auto forward Member email from their SCDC email accounts to their work / personal email accounts in order to minimise the number of email systems they have to use. This is in part necessary because of the stipulation (agreed some years ago) that all Members must have a South Cambridgeshire Council email address cllr.x.x@scambs.gov.uk.
12. As stated, under the principles of Government Connect, one of the conditions of the CoCo agreement for allowing connectivity to the Government Connect secure network is that this exemption is no longer allowed. Therefore alternative arrangements are necessary to close the loophole identified in 11 above, provide a more secure email environment and ensure that Members are able to retain timely and convenient access to their emails.

## Considerations

13. It is arguable that there is no optimum solution going forward and that each of the potential options will impose some compromise in terms of convenience, ease of access, and continuity. In considering the two options detailed below, existing levels of administrative support available to Members have been taken into account and it is assumed that there will be no additional resource available.



14. SCDC are required to achieve connectivity to Government Connect by 31st August 2009 and the challenge of change for the delivery of Member email must be met before that time.
15. Additional further changes to the way Members access South Cambridgeshire 'internal' services such as InSite are required, secure access to SCDC email will be supported by those further changes. Full training and assistance (including 1:1 sessions if required) will be provided.

### Options

16. **Option One** - Members chose which email account to use for Council business, either SCDC or personal
  - (a) Advantages
    - (i) The advantage of this solution is that it is most convenient for Members who currently have multiple email accounts and means that by choosing which email to use, they can access their emails from a single system as and where they wish, using the most convenient access method.
    - (ii) For those Members (approximately 25) who already choose to use a [cllr.x.x@scambs.gov.uk](mailto:cllr.x.x@scambs.gov.uk) account, there will be no changes.
  - (b) Disadvantages
    - (i) Members who chose to no longer use a [cllr.x.x@scambs.gov.uk](mailto:cllr.x.x@scambs.gov.uk) account will then have to use their own email accounts for all correspondence, Council or otherwise.
    - (ii) Members using their own email accounts will become responsible for their own backup / recovery and support arrangements via their independent service provider; at present all South Cambridgeshire emails are stored on a central server with a comprehensive backup and recovery regime managed by the ICT Support function.
    - (iii) Members will need to undertake a commitment to transfer of any relevant existing and historic South Cambridgeshire related email in the event that they cease to be a South Cambridgeshire councillor.
    - (iv) Security constraints mean that embedded internal links within emails sent to a personal address (for example emails with references to the South Cambridgeshire intranet) may not work and Members will need to access the pages directly via their secure network access.
    - (v) The Council may not be able to fully meet the commitments required for the Freedom of Information Act and the Data Protection Act.
17. Should a Member **choose** to use a personal account, interim arrangements will be required.
  - (a) In order to ensure a smooth transition between the existing arrangements an "out of office" notification will be set up on the existing [cllr.x.x@scambs.gov.uk](mailto:cllr.x.x@scambs.gov.uk) account to inform everyone sending an email to the account of the alternative email address.
  - (b) Democratic Services may need to check Member accounts for a certain period of time and manually forward to the revised email addresses in order to minimise the potential for loss of emails during the transition.
18. **Option Two** – Council 'owned' SCDC email accounts retained for all Members (no autoforwarding to personal addresses allowed).

19. There are currently in the region of 50 Members who have autoforwarded enabled to send to non-South Cambridgeshire email addresses. However, some 25 Members already choose to use the Council's facility to access their email.

(a) Advantages

- (i) The Council fully meets the requirements of the Government Connect CoCo.
- (ii) Members will have access to a safe and secure email service with technical support from the ICT team.
- (iii) Emails relating to South Cambridgeshire business will be managed in line with existing standards and continuity issues will be minimised.
- (iv) A managed service including full Helpdesk assistance.
- (v) Full archive, backup and recovery options.
- (vi) increased mail box size (200Mb – some 2x larger than that offered by most personal Internet Service Providers).
- (vii) The Council's commitment under the Freedom of Information Act and the Data Protection Act will be fully met.

(b) Disadvantages

- (i) Members will lose the ability to have their South Cambridgeshire emails autoforwarded to their personal email accounts to conduct Council business.

**Implications**

20. Non-compliance with the requirements of Government Connect will impact severely on the Council's ability to conduct its business. The Council has committed to project and will ensure it meets the 31 August 2009 deadline.

21. Financial	None beyond existing budget
Legal	Possible FOI and DPA non-compliance as detailed above.
Staffing	None
Risk Management	None
Equal Opportunities	None

**Consultations**

22. Consultation with other agencies involved with the Government Connect programme including:

- (a) Other local authorities (inc our peers)
- (b) County and Districts ICT Group
- (c) Department of Work and Pensions (DWP)
- (d) Dean Bessel, Consultant (PMRC)
- (e) Peter Johnson, Consultant (VEGA)

**Effect on Strategic Aims**

23. <b>Commitment to being a listening council, providing first class services accessible to all.</b>
Opportunity for improved service
<b>Commitment to ensuring that South Cambridgeshire continues to be a safe and healthy place for all.</b>
None

<b>Commitment to making South Cambridgeshire a place in which residents can feel proud to live.</b>
None
<b>Commitment to assisting provision for local jobs for all.</b>
None
<b>Commitment to providing a voice for rural life.</b>
None

**Conclusions/Summary**

- 24. Compliance with Government Connect is not a choice – there is no ‘opt in / opt out’.
- 25. Members are required to change the way they manage and use email as a communications tool for their Council business.
- 26. The ‘choice’ is clear – a Member can either:
  - (a) Use a Council provided email account / address and take advantage of the robust systems environment and support provided.
  - (b) Use a private email address but the implication for systems reliability and support remains with the Member.
- 27. It should be noted that use of a private email address would effectively circumnavigate any FOI and DPA responsibilities of the Council and could result in a breach of legislation.

**Recommendations**

- 28. The portfolio holder is asked to support Option 2.

**Background Papers:** the following background papers were used in the preparation of this report:

Changes to Councillors’ E-mail – report to Resources, Staffing, Information and Customer Services Portfolio Holder 24 May 2007  
 DWP Restricted Data Policy update memo (Appendix 1)

**Contact Officer:** Steve Rayment – Head of ICT  
 Telephone: (01954) 713010

This page is left blank intentionally.

**Appendix One DWP Restricted Data Policy update memo**

4th Floor, Zone A1  
Eland House  
Bressenden Place  
London SW1E 5DU

7th July 2008

To: All Local Authority Chief Executives / Council Leaders in England and Wales

Dear Colleague,

Government Connect:  
Revised Data Access Policy for DWP RESTRICTED data

On 1st April this year a £33m funding package was announced to complete delivery and implementation of Government Connect, the programme which delivers secure communication links to all local authorities in England and Wales. Since 1st April Government Connect has engaged with and received excellent support from the local government community. Huge progress towards the stated target of 100% availability by 31 March 2009 has been made and currently all but 50 of the 410 English and Welsh local authorities have either implemented or are actively progressing implementation of Government Connect.

The case for all of government to have a secure communications capability built on common government approved standards has never been greater and is underlined by the recently published reports, "Data Handling Procedures in Government" and Kieran Poynter's review of information security at HMRC. The LGA will soon be releasing equivalent guidelines for local government.

Building on the April 1st announcement and clearer data handling guidelines we are today announcing a revised policy concerning access to DWP case data. On 31st March 2009 DWP will cease the provision of RESTRICTED data to local authorities and the receipt of "sensitive personal data" from local authorities through means other than a government approved secure IT communications channel. This essential measure means that we now urge all local authorities to make information security a top priority and to commit to completing the Government Connect implementation process without delay. We have written today to your Section 151 Officer fully detailing the new policy and explaining what action needs to be taken.

Inability to access DWP case data would have an impact on authorities delivering housing and council tax benefit services. Conversely, secure electronic data access opens the door to a whole range of transformation opportunities to help all authorities deliver improved efficiency and better public services.

The Government Connect team are at your service to confirm the case for Government Connect, to help your authority through the connection process and to facilitate access to service improvement opportunities. Contact details for the Government Connect Programme Director or your Regional Account Manager are available at <http://www.govconnect.gov.uk>.

Yours sincerely

Joe Harley Janet Callender OBE  
Director General, DWP Corporate IT Chair - Government Connect Programme Board  
DWP CIO Chief Executive Tameside MBC  
Chair Local Government Delivery Council

This page is left blank intentionally.

## Initial Publication of Decision: E-mail from Holly Adams 21 August 2009 15:30

Blind Carbon Copied to elected members, Senior and Executive Management Teams, Head of ICT, Democratic Services and ICT Helpdesk

The Policy and Performance Portfolio Holder has decided today (21 August 2009) that Council 'owned' SCDC email accounts be retained for all Members (no autoforwarding to personal addresses allowed). The reasons for the decision were:

- The Council fully meets the requirements of the Government Connect CoCo.
- Members will have access to a safe and secure email service with technical support from the ICT team.
- Emails relating to South Cambridgeshire business will be managed in line with existing standards and continuity issues will be minimised.
- A managed service including full Helpdesk assistance.
- Full archive, backup and recovery options.
- Increased mail box size (200Mb – some 2x larger than that offered by most personal Internet Service Providers).
- The Council's commitment under the Freedom of Information Act and the Data Protection Act will be fully met.

Full details are available on-line.

Members / home workers: Intranet Link

Council office staff: Intranet Link

In accordance with the [Access to Information Procedure Rules in Part 4 of the Council's Constitution](#), any executive decision shall be published normally within five days of being made. That record will bear the date on which it is published and will specify that the decision will come into force, and may then be implemented, on the expiry of 5 working days after the publication of the decision, unless called in for review by the Chairman of the Scrutiny and Overview Committee or by any five other councillors.

A list of decisions currently within the call-in period is available [on the Council's website](#).

Unless otherwise specified, the [Democratic Services Manager](#) must be notified of any call in by **Friday 28 August 2009 at 5 pm**. All decisions not called in by this date may be implemented on **Tuesday 1 September 2009** (taking into account the August bank holiday on Monday 31 August 2009).

Any member considering calling in a decision is requested to contact the [Democratic Services Section](#) to determine whether any relevant amendments have been incorporated.

The call in procedure is set out in full in [Part 4 of the Council's Constitution, 'Scrutiny and Overview Committee Procedure Rules'](#).

Holly Adams  
Democratic Services Officer  
South Cambridgeshire District Council  
T: 01954 713030  
F: 01954 713149  
W: [www.scambs.gov.uk/meetings](http://www.scambs.gov.uk/meetings)

**E-mail from Cllr Alex Riley, 21 August 2009 16:41**

Richard

Since it is not my habit to read our weekly Bulletins, this is the first I've heard of this decision and I would like to hear a more convincing argument than "meeting the requirements of the Government Connect CoCo".

I wish to have this decision called in. Just think. If none of us called it in, this message would not be sent on to our private addresses – i.e. most of us would never receive it. I'm aware that this might be seen as a point in favour of the PFH's diktat.

I get more than enough complications with my existing ISP without additionally seeking "access to a safe and secure email service with technical support from the ICT team".

Holly: in order to ensure I continue to receive your missives, please could you add my private email address to your various lists which include my name!

Kind regards

Alex

**E-mail from Cllr Dr Douglas de Lacey 21 August 2009 16:47**

On Fri, 21 Aug 2009, Adams Holly wrote:

> Blind Carbon Copied to elected members, Senior and Executive  
> Management Teams, Head of ICT, Democratic Services and ICT Helpdesk  
>  
> The Policy and Performance Portfolio Holder has decided today (21  
> August  
> 2009) that Council 'owned' SCDC email accounts be retained for all  
> Members (no autoforwarding to personal addresses allowed).

I am both surprised by this decision, and infuriated by it. Surprised because, even in the short time we had been allowed for comment (9 whole days, and it took most of that to persuade IT to send me the base document, the CoCo) I had managed to produce a long list of comments explaining why I thought this was the wrong option. I had expected at least an acknowledgement from the PFH or Head of IT before a decision would be made. Infuriated because the PFH was presented with a false alternative; as I had pointed out other options were available to him; and on such an important issue I would have expected greater consultation. (We had 9 days yet the consultation document called Appendix 1 is dated July 2008.) It is clear from the fact that about 2/3 of us choose to have our mails forwarded that this will have a major negative impact on Members. Please can we Call it In for proper assessment?

> The reasons  
> for the decision were:  
>  
> \*  
> The Council fully meets the requirements of the Government  
Connect  
> CoCo.

But can do so by other means

> \*  
> Members will have access to a safe and secure email service  
with



> technical support from the ICT team.

Which 50 Members at least are quite happy to do without.

> \*

> Emails relating to South Cambridgeshire business will be managed in line with existing standards and continuity issues will be minimised.

Auto-forwarding would also achieve whatever is of value in this

> \*

> A managed service including full Helpdesk assistance.

Which 50 Members at least are quite happy to do without.

> \*

> Full archive, backup and recovery options.

Auto-forwarding would also achieve whatever is of value in this

> \*

> Increased mail box size (200Mb - some 2x larger than that offered by most personal Internet Service Providers).

I *think* my mailbox size is 500Mb so this doesn't cut much ice here.

> \* The Council's commitment under the Freedom of Information Act and the Data Protection Act will be fully met.

Auto-forwarding would also achieve whatever is of value in this

The PFH and Head of IT have a loooong document of my comments which I am happy to forward to anyone else interested in the details.

Douglas

**E-mail from Cllr Nigel Bolitho, 21 August 2009 17:18**

[In this case I won't receive any emails. Is this joined up government?. I object and want to know what I can do to object. I asked you if I could have my personal email- you said no. I now want my personal email used on all correspondence or for all correspondence to be redirected to this computer. I don't have time switching from one computer to another.](#)

*Nigel*

**E-mail from Cllr Mrs Deborah Roberts, 21 August 2009 19:06**

I think that once again this shows up the Cabinet system as against the old committee one .

I don't begin to pretend that I really understand any of this but at least with the old ways we would have had proper warning that it was coming up with time to book into getting to the meeting and a chance then to debate or ask for a simplified explanation ( and I don't believe I'm the only techno dumbo on the council ) I want to understand in easy terms what this will mean in reality .

Another thing , why in August , a time when so many members would be away yet they get only 9 days warning .  
Not good enough by half .  
Yes let it be called in , add my name to the list please .  
Regards ,  
Deborah Roberts

**E-mail from Cllr Mrs Hazel Smith, 22 August 2009 11:55**

Dear Holly  
I would also support a call-in on this item. I would like to hear a debate between members on this decision which affects all of us. I would like to hear Douglas's suggestions and any response to them in an open meeting. Insufficient time for consultation has been given for this, over the summer when many of us have other priorities.  
Hazel

**E-mail from Cllr John Williams, 22 August 2009 12:05**

Dear Richard,

I would certainly prefer to continue the status quo in which I receive SCDC communications directly without having to go pro-actively into a "post-box", as it were, to see what is there. It works fine the way it is - why fix it?

I do not full understand what all this is about and would you please add my name to the list for calling-in th decision so this can be properly explained to members and debated.

Many thanks.

John Williams

**SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL**

---

<b>REPORT TO:</b>	Resources, Staffing, Information & Customer Services Portfolio Holder	24 April 2007
<b>AUTHOR/S:</b>	Chief Executive / Democratic Services Officer	

---

**CHANGES TO COUNCILLORS' E-MAIL**

**Purpose**

1. To agree necessary changes to the way councillors send and receive e-mail, ensuring compliance with Freedom of Information and Data Protection legislation and the revised Member / Officer Protocol and Code of Conduct, and addressing potential situations whereby one surname is shared by more than one member.

**Background**

2. Upon election, members are assigned e-mail addresses in the format `cllr.surname@scams.gov.uk`. This solution had been devised to enable all members to have a single, easy-to-remember, contact e-mail for Council business. Any correspondence mailed to this address is automatically forwarded to the member's personal e-mail account.
3. Two issues arise from this: the first is that the current composition of the Council is such that no two members share the same surname, but each year there is a possibility of changes at election time whereby the Council could have, for instance, two Councillor Joneses. A simple amendment to the e-mail address naming protocol would be to incorporate members' initials, e.g., `cllr.jonesab@scams.gov.uk` and `cllr.jonescd@scams.gov.uk`. This amendment would have an effect on usernames, so members accessing the Council's intranet, webmail or modern.gov system would need to include their initials as well as surname. Since there exists the possibility that, following elections, there could be two members with the same forename and surname, it would be necessary to include at least the first two initials.
4. The second, more serious, issue arising from e-mail is non-compliance with the Council's responsibilities under its Freedom of Information (FOI) Act and the Data Protection Act (DPA) policies. Should the Council receive a FOI Act request, the FOI Monitoring Officer must co-ordinate a search of the Council's e-mail archiving system, Aftermail, for any relevant information. Similarly, a DPA request by an individual to see any personal information held about himself / herself, should include a search of e-mail sent or received on Council addresses, which also would be searched through the Aftermail system. The current system of automatically forwarding members' e-mail circumvents the Aftermail archiving system, as a consequence of which the Council could not guarantee that all official correspondence is logged and searchable.

**Considerations**

5. All members have network accounts with the Council, which enables them to access the Council's intranet, InSite, and internal modern.gov websites, and also to access Outlook Web Access, the Council's webmail system, via `http://mail.scams.gov.uk/`. Although all members currently can access the webmail with their username and

password, the system is not fully functional for those members whose e-mail is being forwarded automatically to their personal addresses.

6. A small number of members currently are using webmail and have done so since their election.
7. The move to webmail offers a number of advantages:
  - (a) members' e-mails will show as coming from `cllr.surname@scambs.gov.uk` rather than from their personal accounts, keeping their personal account details private and minimising the risk of spam;
  - (b) in the event of a computer crash from their home PC or laptop, members' work-related e-mails will be saved and accessible through webmail from the Members' IT Room or any other computer (including internet cafés);
  - (c) members will not need to keep IT / Democratic Services informed of any changes to their personal e-mail addresses;
  - (d) members can make use of the other network features such as the calendar (diary) to manage their schedules and even to set up meetings with other members and officers, and the network address book; and
  - (e) members will also have access to Aftermail, the Council's archive management software, to recover from the server deleted e-mails, or search within current or older e-mails and more.
8. Most importantly, use of webmail means that members will have to make a conscious decision to access their SCDC webmail, allowing for a clear distinction between e-mails they have sent in their official capacity and personal e-mails. This will also help alleviate concerns about being seen to be using their SCDC e-mail for party political purposes: members can use their personal addresses if they want to campaign, arrange group meetings, etc. (see below text from Member / Officer Relations Protocol at paragraph 10).
9. Furthermore, IT staff will be able to assist members with issues remotely, without having to pay personal visits, as often IT staff are asked to come out when the problems are arising from issues relating to personal (or other non-Council) e-mail or to ISPs, which is not within the Council's remit to address (see below text from Member / Officer Relations Protocol). Also, with all members using the same system, training, manuals and support can be streamlined.
10. The following text is from the proposed revised Member / Officer Relations Protocol regarding acceptable use of IT, which the changes will support through members having to make a conscious choice to conduct council-related correspondence through webmail:

### **Correspondence**

*Email relating to the Council must be treated in the same way as formal business correspondence and its distribution considered accordingly. Members should restrict the distribution of email correspondence to the intended recipients and refrain from using multi address distribution lists unless there is good reason so to do. It should be noted that email can be used for documentary evidence in disciplinary proceedings, libel cases etc. even after it has been deleted.*

### **Support Services to Members and Party Groups**

*The only basis on which the Council can lawfully provide support services (e.g. stationery, typing, printing, photocopying and transport) to Members is to assist them*

*in discharging their duties as a District Councillor. Such support services must therefore only be used on Council business. They should never be used in connection with any party political activity or self-promotion.*

*Where the Council provides ICT equipment in the form of a PC or Laptop computer, the equipment can be used for constituency related tasks or other Council related use. The equipment may also be used for personal use, as long as such use complies with the provisions of section 6. General Use as set out in the agreement for Members use of the PC or Laptop computer.*

11. The revised Code of Conduct, scheduled for adoption from 3 May 2007, subject to Council agreement on 26 April, requires members to comply with its provisions when “conducting the business of your authority (which, in this Code, includes the business of the office to which you are elected or appointed); or (b) acting, claiming to act or giving the impression you are acting as a representative of your authority”. Using a Council e-mail address through webmail will help recipients identify when a member is acting an official capacity and, equally, members can refer to the use of a Council or personal e-mail address to demonstrate that communication was made either in an official or a personal capacity.
12. All e-mail sent through webmail automatically will receive a copy of the Council’s disclaimer signature file:

*Privileged/Confidential Information may be contained in this message. If you should not have received it, tell me and delete it without forwarding, copying or disclosing it to anyone. The Council does not represent or warrant that it or any attached files are free from computer viruses or other defects. It and any attached files are provided, and may be used, only on the basis that the user assumes all responsibility for any loss, damage or consequence resulting directly or indirectly from them or their use. Any views or opinions presented are those of the author and do not necessarily represent those of South Cambridgeshire District Council unless stated otherwise.*

*All e-mail sent to or from this address will be processed by South Cambridgeshire District Corporate E-mail system/ Email Archiving system and may be subject to scrutiny by someone other than the addressee. This email will also be kept for a set period of time before it is destroyed.*

*The South Cambridgeshire website can be found at <http://www.scamb.gov.uk>*

### **Options**

13. To introduce a combined system through which e-mails are accessible through webmail **and** forwarded to the member’s personal e-mail address.
14. Although this would meet with the FOI and DPA requirements for all e-mail being sent **to** members, it would not address storage e-mails being sent **from** members or any responses made to correspondence, and therefore would only comply partially with legislation. Also, Members’ responses would come directly from their personal accounts, rather than through an SCDC e-mail address, which could lead to questions about whether responses were made in a personal or an official capacity.

### **Implications**

15. The most significant implications are risks to the Council’s legal position and public perception if it is seen to at variance with its own FOI and DPA responsibilities (see

paragraph 4). From a practical point of view, keeping personal and official correspondence separate has substantial advantages, as listed in paragraphs 7-10.

16. Further risks involve members' reluctance to adopt a new system, when the previous system appeared to be satisfactory from a user point of view and a new system could be seen as a retrograde step. These can be minimised with a positive introduction highlighting the necessity for use of webmail and the many advantages it can bring. A substantial number of members already use Hotmail, gmail, Yahoo Mail and other webmail services, and would be familiar with the concept.
17. Those members already using the Council's webmail could be asked to help promote the system and a pilot group of member volunteers could trial the system for a period of time, for instance, one month, and help address issues of member acceptance and training, and identifying potential areas of concern likely to arise from members.
18. There already exist a number of concerns arising from the randomly-generated passwords used to access the Council's network. These issues will be addressed by the introduction of the new VPN system later during the 2007-08 year, but until that time it is essential that members remember the need to have strong passwords to reduce compromising network security (see the Government's Get Safe Online campaign, [http://www.getsafeonline.org/nqcontent.cfm?a\\_id=1127](http://www.getsafeonline.org/nqcontent.cfm?a_id=1127)).

19. Financial	None.
Legal	The Council cannot opt out of FOI and DPA requirements. Members would need to make a conscious decision to correspond through their personal or Council addresses, which would support any arguments about whether they were acting in an official or personal capacity should such questions be asked.
Staffing	IT staff are able to provide the necessary support. Training would be conducted internally and a Council-wide webmail training manual has already been prepared and would be added to the forthcoming member development programme.
Risk Management	See above.
Equal Opportunities	None.

### Consultations

20. IT staff.

### Effect on Annual Priorities and Corporate Objectives

21. Affordable Homes	None.
Customer Service	Members would be able to answer e-mails from residents, officers and other members from any computer connected to the internet.
Northstowe and other growth areas	None.
Quality, Accessible Services	All members would use the same e-mail interface, streamlining training and support.
Village Life	None.
Sustainability	Enhanced use of IT reduces dependence upon paper resources.
Partnership	None.

### Conclusions / Summary

22. Use of a hybrid system, combining e-mail forwarding with webmail, could be introduced in the short-term whilst webmail training was undertaken, but a clear cut-off date must be set after which time webmail only must be used. This does not immediately address the significant FOI and DPA non-compliance, but gives members a definite deadline to help focus their training needs.
23. Adoption of a naming protocol for usernames and e-mail addresses would not have any significant effect on members' work. Adding the initials after the surname allows names to alphabetise correctly in the Global Address List, and a forwarding protocol could be put in place initially ensuring that all e-mail sent to `cllr.jones@scambs.gov.uk` automatically forwarded to `cllr.jonesab@scambs.gov.uk` so the hypothetical Councillor Jones would not need new letterhead and business cards immediately.

### Recommendations

24. It is recommended that:
  - (a) a hybrid system, combining e-mail forwarding with webmail, be adopted until 30 June 2007, after which all members be required to use Council webmail for Council ("official") business and their personal e-mail for non-Council (including personal or party political) business;
  - (b) that all newly-elected members be offered webmail access immediately following election;
  - (c) training on the webmail system be included as a priority item within the member development programme;
  - (d) if necessary, a pilot group of no more than six members be asked to trial the webmail system until 25 May 2007 to highlight any areas of particular concern; and
  - (e) from 3 May 2007 all member e-mail addresses conform to the protocol `cllr.surnameinitials@scambs.gov.uk`, with e-mail forwarding enabled for current / returning members for a set period to allow them to finish using existing letterhead and business cards.

**Background Papers:** the following background papers were used in the preparation of this report:

SCDC Constitution  
26 April 2007 Council agenda (Member / Officer Relations Protocol and revised Code of Conduct)  
ICT Security Policy & Usage Guidelines 2006/07  
SCDC Data Protection Guidance (May 2004)  
SCDC Freedom of Information Act, Environmental Information Regulations and Data Protection Act Policy and Procedure (May 2006)  
Get Safe Online, <http://www.getsafeonline.org/>

**Contact Officer:** Holly Adams – Democratic Services Officer  
Telephone: (01954) 713030

This page is left blank intentionally.



**Cambridge City Council**

Members use their own personal e-mail addresses (available on the website); those with council addresses provided use webmail.

“If a Councillor is acting as a Councillor (that is, as part of their constituency work) then they have separate notifications under DP. This is separate from our DP activities. So, we do not need to capture this information. The same is true of FOI; we do not have to supply information relating to a Councillor's constituency work.

“It is only when they are part of a Committee, or acting on behalf of the Council, that we would need to capture this information.

“We do not routinely access staff email in response to FOI or DP requests. So, we would not do this with Councillors, even if their email accounts were City Council ones.”

**Cambridgeshire County Council**

Provides @cambridgeshire.gov.uk webmail for all members.

**East Cambs DC**

Provides @eastcambs.gov.uk e-mail addresses.

The Council has an 'Email and the Internet Policy and Statement of Good Practice' which Members have to adhere to (adopted January 2006 - copy of Policy below).

**Fenland DC**

Does not provide e-mail addresses for members; only 2 members have their personal addresses available publicly.

**Forest Heath DC**

Provides @forest-heath.gov.uk e-mail addresses for members.

**Huntingdonshire DC**

Provides @huntsdc.gov.uk e-mail addresses for members.

*Acceptable Use Policy: E-Mail Correspondence:*

“E-mails are electronic records and, as such, individuals are entitled to access these records if they hold information about themselves. In the event of such a request being made by an individual, Members will be required to provide copies of relevant e-mails. Much of the work carried out by Members would be regarded as District Council business and therefore e-mails may be needed to be provided as part of requests made to the District Council. All such requests are handled by the Information Manager. Other requests may be made for data that members hold in their right. Members are equally obliged to provide these e-mails if requested.”

**Peterborough City Council**

Provides @peterborough.gov.uk e-mail addresses for members (and on-line contact forms)

This page is left blank intentionally.

**From:** Lord David  
**Sent:** 14 May 2007 10:23  
**To:** Adams Holly  
**Cc:** McMillan Fiona; Dunnett Catriona  
**Subject:** RE: Members' E-mail and FOI / DPA

Holly,

Fiona & Cat agree with me. There is no legal or Policy requirement at the moment that Members must use a specific method of communication when conducting official SCDC business (as opposed to Party Political business). Emails on official SCDC business sent between Members using private email addresses is not information held by the Council for the purposes of FOI & DPA and therefore is not disclosable. Although this is not illegal, it is hardly open government and so I would support the recommendation set out in the Report.

David

-----Original Message-----

**From:** Lord David  
**Sent:** 09 May 2007 11:23  
**To:** McMillan Fiona; Dunnett Catriona  
**Cc:** Adams Holly  
**Subject:** FW: Members' E-mail and FOI / DPA  
**Importance:** High

Fi, Cat,

ref below, I am not aware of any legal requirement or ICT Policy requirement that Members must use a specific method of communication when conducting official business. What are your thoughts?

Our ICT Security Policy & Usage Guidelines is, of course, addressed to staff as it is a condition of employment that staff comply with it. Members are not employed by the Council but will need to sign up to the Usage Conditions every time they use the system.

David

-----Original Message-----

**From:** Adams Holly  
**Sent:** 25 April 2007 15:30  
**To:** Lord David  
**Cc:** Rayment Steve; Watkins Andrew; May Richard  
**Subject:** Members' E-mail and FOI / DPA

David

We've done a report to the Resources, Staffing, Information & Customer Services Portfolio Holder which refers to the capture and storage of e-mail sent to members via their @scambs.gov.uk e-mail addresses (attached).

The PFH has deferred a decision until he has had some legal advice on release of information under FOI and DPA. Certainly staff are aware of the storage and retrieval of e-mail and the current ICT Security Policy & Usage Guidelines make reference to this. The slight difference is that members' e-mail comes in addressed to cllr.surname@scambs.gov.uk and immediately is forwarded to the member's home e-mail address without being stored. Any response from the member goes directly to the original sender, also without being stored on our servers. The proposal that we had put to the PFH was that all members use the Council's webmail service, which means that any e-mail addressed to cllr.surname@scambs.gov.uk would be treated in the same way as any e-mail addressed to an officer, and any response would come from the member via his or her @scambs.gov.uk address and also treated in the same way as any e-mail sent by an officer. This would allow councillors to make a clear distinction between e-mail sent as a member ("official" correspondence) through their SCDC account and stored on our servers, and personal e-mail

(including political correspondence) sent from their home account and not stored and therefore not searchable if a request were received.

The PFH wanted to know if members were legally required, or obliged under our ICT Security & Usage Policy, to send their responses through our system or through their personal e-mail. We've explained that we only have to disclose information we have available, so if we don't have any e-mails because the sender and recipient have communicated through personal addresses, then there's nothing for us to disclose, but that doesn't really address whether members should be required to conduct official correspondence through a Council address.

I'd be grateful if you could advise on members' requirements and obligations under the law and under our ICT Security & Usage Policy.

Thanks  
Holly

<< File: Change to Councillors' E-mail.doc >>

Holly Adams  
Democratic Services Officer  
South Cambridgeshire District Council  
South Cambridgeshire Hall  
Cambourne Business Park  
Cambourne, Cambridge  
Cambridgeshire CB23 6EA  
Direct line (01954) 713030  
Fax (01954) 713149  
[www.scambs.gov.uk/meetings](http://www.scambs.gov.uk/meetings)

*South Cambridgeshire District Council's postcode has changed to CB23 6EA. Please update your records.*