

## **I.T. Support for Parish Councils – Future Policy**

### **Introduction:**

The purpose of this report is to set out the current support provided to Parish Councils and identify any issues. The options for future support are also discussed.

### **Background:**

A revenue budget of £27,000 was established for three years in 2000/01 to provide Parish Council's with I.T. facilities. Each Parish Clerk was offered a new PC and printer, along with access to the Council's email and Internet system via the Council's Dial-in services. In 2003/04 this was replaced by a budget of £3,000 to pay any repairs or upgrades to equipment, this was continued in 2004/05. No budget provision was made in 2005/06.

In addition, a one-off budget of £2500 was established in 2002/03 to provide IT training to Parish Clerks. This was used to provide each Parish Clerk with two half-day training sessions.

Appendix A provides a list of those Parish clerks who took up the offer and the services they use. A small number of clerks preferred not to use the Dial-in service and opted to have their email forwarded from the Council's email system to their own private email service.

As the position of Parish Clerk has changed hands the equipment has been moved to the new incumbent.

### **Current Situation:**

There are 35 Parish Councils of which 28 have hardware provided by the Council and 7 with no equipment, 16 have used the dial-in services within the last six months, with another 11 having their email hosted by the Council but forwarded to private email accounts. Appendix B provides an analysis of usage of the Dial-in services by Parish Clerks over the last six months.

I.T. Services provide Help Desk and on-site technical support to Parish Clerks during normal working hours. This is the same staff that provides support to members and homeworkers. Approximately 130 hours of I.T. support per year is provided to Parish Councils.

In July 2005 concerns were raised over the availability of the Dial-in services. The previous solution was destroyed during the flooding in January 2005. At the time the new Dial-in solution, based at Bousteads Grassing, was in the process of being fully implemented. The level of service has improved since then; Appendix C provides details of the services availability over the last twelve months.

### **Future Options:**

The majority of the equipment is now over 5 years old and therefore the potential level of support may increase. A number of printers have had to be replaced recently. The manufacturer's warranty on all equipment has now expired. Appendix D details the equipment used by Parish clerks and a suggested replacement profile based on the Council's own I.T. replacement policy.

The Council's policy is to gradually transfer its own users of the Dial-in services to a secure broadband solution. This will take a number of years. It is possible where an existing broadband connection exists, for example a Parish clerk may already have a service provided by a third party, to provide access to Council services. This service is provided on the understanding that the Council can not be responsible for the quality and speed of the service as it is being provided over the public Internet and not a private connection. The

Council is also installing a number of private broadband connections direct into its own network as an alternative method to using the public Internet. The costs of this service are £400 set-up and £524 annually if an existing telephone line is used. If a new telephone line is required the costs are £530 and £675. The costs of providing this service would have to be met by Parish Councils.

**Recommendation:**

It is recommend that the technical support provided by the Council continues but that the Parish Councils must make provision for the replacement of their equipment in accordance with the proposed replacement plan.

Any Parish Council wishing to adopt the new broadband solution will meet costs themselves.

The level of support provided to each Parish Council will be recorded and monitored.

Michael Scott  
I.T. Infrastructure and Network Manager

30<sup>th</sup> May 2006

**Appendix A – Parish Clerks using existing Services**

Parish	Clerk	Hardware Provided (Y/N)	Use Dial-in Service <sup>1</sup>	Mail forwarded to private account
Arthuret	Mrs. K. Johnson	Yes	Yes	No
Askerton		No	N/A	N/A
Beaumont	Mrs. M.E. McKenna	Yes	No	No
Bewcastle	Mrs. J. Cherrie	Yes	No	No
Brampton	Mr. W. Ganes	Yes	Yes	No
Burgh-by-Sands	Mr. C. Jones	Yes	No	No
Burtholme	Mrs. M. Ryan	Yes	No	No
Carlattan and Cumrew	Mrs. M. Sykes	No	No	Yes
Castle Carrock	Mr. R.C. Jackson	Yes	No	Yes
Cummersdale	Ms. P.L. Gauntlett	Yes	No	Yes
Cumwhitton	Mrs. L. Cameron	Yes	No	Yes
Dalston	Mrs. E. Auld	Yes	No	Yes
Farlam	Mr. S. Bines	Yes	No	Yes
Hayton	Mr. K.E. Hind	Yes	Yes	No
Hethersgill	Mr. C. Moth	Yes	Yes	Yes
Irthington	Mr. K.E. Hind	Yes	Yes	No
Kingmoor	Mr. K.E. Hind	Yes	Yes	No
Kingwater	Mrs. J. Cherrie	Yes	No	Yes
Kirkandrews	Mrs. N.M. Mitchell	Yes	No	No
Kirklington Middle	Mr. D.J. Gasgarth	Yes	Yes	No
Midgeholme	Mr. A.J. Watts	Yes	Yes	No
Nether Denton	Mr. F. Chipchase	Yes	Yes	No
Nicholforest	Miss C.J. Graham	Yes	No	Yes
Orton	Ms. P. McDonald	Yes	Yes	No
Rockcliffe	Mr. K. Bell	No	N/A	N/A
Scaleby	Mr. W. Bendle	Yes	Yes	No
Solport	Mr. D. Baxter	No	No	No
St. Cuthbert Without	Mr. D.E. Johnson	Yes	Yes	No
Stanwix Rural	Mr. C. Moth	Yes	Yes	Yes

<sup>1</sup> This is based on dial-in usage over the last six months, see Appendix B.

<b>Parish</b>	<b>Clerk</b>	<b>Hardware Provided (Y/N)</b>	<b>Use Dial-in Service<sup>1</sup></b>	<b>Mail forwarded to private account</b>
Stapleton	Mrs. D. Kennedy	Yes	Yes	No
Upper Denton	Mr. F. Chipchase	Yes	Yes	No
Walton	Mrs. S. Kyle	No	No	Yes
Waterhead	Mr. D. Rackstraw	No	No	No
Westlinton	Mrs. A.L. Jefferson	No	No	No
Wetheral	Mrs. K. Waldie	Yes	Yes	No

**Appendix B – Dial-in usage by Parish Clerks**

Parish Clerk usage for the period 1<sup>st</sup> October 2005 to 30<sup>th</sup> April 2006

	Nov-05		Dec-05		Jan-06		Feb-06		Mar-06		Apr-06		Totals	
	Conn.	Time	Conn.	Time	Conn.	Time	Conn.	Time	Conn.	Time	Conn.	Time	Conn.	Time
Brampton Parish Clerk	29	03:00:05	26	02:20:52	19	02:01:15	24	04:57:29	17	01:16:29	23	02:42:15	138	16:18:25
Burtholme Parish Clerk	19	02:27:18	9	02:07:54	34	06:13:12	24	04:04:48	38	06:07:20	19	02:02:59	143	23:03:31
David Johnston	56	07:55:33	42	05:26:56	56	07:27:58	70	07:03:22	59	04:49:00	47	04:44:37	330	37:27:26
Elizabeth Reed	61	03:46:35	33	02:10:57	51	04:07:37	60	02:08:28	54	03:33:52	45	05:39:26	304	21:26:55
Fred Cartwright	0	00:00:00	2	00:22:46	4	00:06:07	3	00:13:43	11	00:31:13	5	00:16:04	25	1:29:53
Karen Johnson	43	03:11:39	9	01:54:31	67	04:44:14	45	03:46:12	42	02:01:25	30	01:30:34	236	17:08:35
Ken Hind	55	07:39:26	55	06:44:47	59	08:14:18	57	10:57:30	83	10:44:34	53	05:40:15	362	50:00:50
Kirklington Parish Clerk	3	00:31:32	7	00:52:49	7	00:16:42	2	00:39:47	4	00:44:25	6	01:18:29	29	4:23:44
Midgeholme Parish Clerk	4	02:37:46	3	00:48:17	8	00:29:35	4	00:41:55	5	02:26:54	11	05:08:23	35	12:12:50
Scaleby Parish Clerk	0	00:00:00	0	00:00:00	0	00:00:00	1	00:05:56	0	00:00:00	0	00:00:00	1	0:05:56
Stanwix Rural Parish Clerk	31	01:12:54	19	01:29:09	33	00:56:32	28	01:12:44	7	00:08:14	0	00:00:00	118	4:59:33
Stapeton Parish Clerk	5	00:15:54	0	00:00:00	1	00:09:04	0	00:00:00	0	00:00:00	0	00:00:00	6	0:24:58
Wetheral Parish Clerk	53	08:01:34	50	04:42:57	36	05:43:24	33	09:45:52	51	10:08:03	41	05:07:11	264	43:29:01
	<b>359</b>	<b>40:40:16</b>	<b>255</b>	<b>29:01:55</b>	<b>375</b>	<b>40:29:58</b>	<b>351</b>	<b>45:37:46</b>	<b>371</b>	<b>42:31:29</b>	<b>280</b>	<b>34:10:13</b>	<b>1991</b>	<b>232:31:37</b>

Appendix C – Dial-in service availability

<u>Date</u>	<u>Continual Availability (%)</u>	<u>Number of Checks</u>		<u>Monthly Availability (%)</u>
		<u>Performed</u>	<u>Down</u>	
Jun-05	93.69			
Jul-05	85.36			
Aug-05	87.70			
Sep-05	90.93	12243	1221	
Oct-05	92.83	16528	1275	98.74
Nov-05	92.83	19927	1573	91.23
Dec-05	93.55	23793	1639	98.21
Jan-06	94.04	26160	1662	99.03
Feb-06	94.74	30089	1669	99.82
Mar-06	95.15	34245	1742	98.24
Apr-06	95.62	38178	1746	99.90



Asset No	Make/Model	Serial Number	Department	User	Date Purchased	08/06/2006		Version: 1.0						Total	
						Replacement	Replacement	2006/7	2007/8	2008/9	2009/10	2010/11	2011/12		
PC1193	HP/Brio 410	FR11312705	Arthuret Parish	Karen Johnson	01/01/2001		31/12/2005	425.00	425.00						425.00
PC1191	HP/Brio 410	NL02521782	Beamont Parish	Margaret McKenna	01/10/2000		30/09/2005	425.00	425.00						425.00
PC1394	HP/Brio XE310	NL22621742	Bewcastle Parish	Judy Cherrie	01/10/2000		30/09/2005	425.00	425.00						425.00
PC1395	HP/Brio XE310	NL22621747	Brampton Parish	W. Ganes	01/10/2002		30/09/2007	404.00		404.00					404.00
PC1218	HP/Brio 410	NL01911276	Burgh-by-Sands Parish	C. Jones	01/10/2002		30/09/2007	404.00		404.00					404.00
PC1297	HP/Brio 410	NL12621401	Burtholme Parish	Mary Ryan	01/10/2002		30/09/2007	404.00		404.00					404.00
PC1396	HP/Brio XE310		Castle Carrock Parish	Robert Jackson	01/10/2002		30/09/2007	404.00		404.00					404.00
PC1742	Compaq/D510s	6S32KN9ZR650	Cummersdale Parish	P.L. Gauntlett	01/10/2003		29/09/2008	384.00			384.00				384.00
PC1286	HP/Brio 410	FR11312700	Cumwhilton Parish	Liah Cameron	01/01/2002		31/12/2006	425.00	425.00						425.00
PC1528	Compaq/D310	6S2BLB5ZX53D	Dalston Parish	E. Auld	01/02/2003		31/01/2008	384.00			384.00				384.00
PC1392	HP/Brio XE310	NL22621731	Farlam Parish	S. Bines	01/12/2002		30/11/2007	404.00		404.00					404.00
PC1314	HP/Brio 410	NL12923648	Hethersgill Parish	Clive Moth	01/12/2002		30/11/2007	404.00		404.00					404.00
PC1216	HP/Brio 410		Irthington Parish	Ken Hind	01/01/2002		31/12/2006	425.00	425.00						425.00
PC1288	HP/Brio 410	FR11312697	Kingmoor Parish	Ken Hind	15/05/2002		14/05/2007	404.00		404.00					404.00
PC1285	HP/Brio 410	FR11312693	Kingwater Parish	Judy Cherrie	06/12/2001		05/12/2006	425.00	425.00						425.00
PC1568	Compaq/D310	6S2CLB5Z9305	Kirkandrews on esk Parish	Nicola Mitchell	30/01/2003		29/01/2008	384.00			384.00				384.00
PC1779	Compaq/D510s	CZC3311586	Kirklington Parish	David Gasgarth	14/02/2002		13/02/2007	404.00		404.00					404.00
PC1289	HP/Brio 410	FR11312698	Netherdenton Parish	Fred Chipchase	20/03/2002		19/03/2007	404.00		404.00					404.00
PC1284	HP/Brio 410	FR11312699	NicholForest Parish	Cathy Graham	10/06/2002		09/06/2007	404.00		404.00					404.00
PC1393	HP/Brio XE310	NL22621734	Orton Parish	P. McDonald	25/07/2002		24/07/2007	404.00		404.00					404.00
PC1291	HP/Brio 410	NL12212517	Rural Office	Clive Moth	01/01/2001		31/12/2005	425.00	425.00						425.00
PC1192	HP/Brio 410	501152	Scaleby Parish	W. Bendle	01/01/2002		31/12/2006	425.00	425.00						425.00
PC1190	HP/Brio 410		St Cuthberts Parish	David Johnson	10/10/2000		09/10/2005	425.00	425.00						425.00
PC1215	HP/Brio 410	NL01911277	Stanwix Parish	Clive Moth	01/10/2004		30/09/2009	365.00			365.00				365.00
PC1283	HP/Brio 410	FR11312702	Stapleton Parish	D. Kennedy	01/01/2001		31/12/2005	425.00	425.00						425.00
PC1196	HP/Brio 410	NL04713457	Upper Denton Parish	Fred Chipchase	01/01/2001		31/12/2005	425.00	425.00						425.00
PC1217	HP/Brio 410	NL01911273	Walton Parish	S. Kyle	01/10/2000		30/09/2005	425.00	425.00						425.00
PC1228	HP/Brio 410	NL02521851	Wetheral Parish	K. Waldie	01/11/2000		31/10/2005	425.00	425.00						425.00
PC1391	HP/Brio 410	NL22621730	Wetheral Parish	K. Waldie	01/11/2000		31/10/2005	425.00	425.00						425.00

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