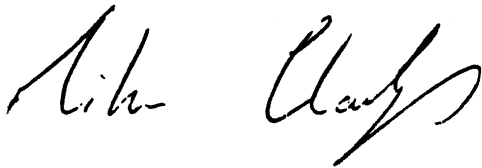


Executive, Leader/Deputy Leader Scrutiny

Councillors: J. I. Agnew, A. Atkinson, D. I. Barnett, G. Beckwith, D. Bennett, H. Christer, T. Clark, J. Docherty, B. Gray, D. Hicks (Chair), P. D. Hughes, L. Marshall, I. McElhone, D. V. McMahon (Vice Chair), J. Nicholson, R. Ord, W. Stelling, O. L. Temple, M. Westgarth, T. Westgarth, J. Williams

Dear Councillor,

Your attendance is invited at a meeting of the Executive, Leader/Deputy Leader Scrutiny to be held in the Comeleon House, Tanfield Industrial Estate, Tanfield on 31st October 2007 at 6:00pm for consideration of the undernoted agenda.



MIKE CLARK

Chief Executive Officer

Agenda

N.B Please note a buffet will be provided for Members from 5:30pm.

1 DECLARATIONS OF INTEREST

To receive any disclosure by Members of personal interests in matters on the agenda, identify the item on the agenda, the nature of any interest and whether the Member regards the interest as prejudicial under the terms of the Code of Conduct.

2 MINUTES

To approve the minutes of this panel's meetings held:

25th July 2007 (Herewith A)

20th September 2007 (Herewith B)

Attached Documents:

[MINUTES \(A\)](#)
[MINUTES \(B\)](#)

3. MINUTES OF EXECUTIVE

Attached are the minutes of the following Executive meetings:

10th September 2007 (Herewith C)

8th October 2007 (Herewith D)

Attached Documents:

[MINUTES OF EXECUTIVE \(C\)](#)
[MINUTES OF EXECUTIVE \(D\)](#)

4. EXCLUSION

THE PRESS AND PUBLIC ARE LIKELY TO BE EXCLUDED FROM THE MEETING FOR THE FOLLOWING ITEMS OF BUSINESS ON THE GROUNDS THAT THEY INVOLVE THE LIKELY DISCLOSURE OF EXEMPT INFORMATION AS DEFINED IN PARAGRAPHS 3 AND 4 OF PART 1 OF SCHEDULE 12(A) OF THE LOCAL GOVERNMENT ACT 1972 (AS AMENDED).

5 DURHAMNET

The Chief Executive of DurhamNet will make a presentation with regards to current and future operations of DurhamNet.

Attached for Members information is a Issues paper prepared by the Chief Executive together with a number of reports originally submitted to the DurhamNet Board on the 18th September 2007 (Herewith E).

Attached Documents:

[DURHAMNET \(E\)](#)
[Cover sheet](#)
[Item 1](#)
[Item 2](#)
[Item 3](#)
[Item 4](#)

[Item 5](#)

Please find attached directions to Comeleon House, if any Member requires transport please contact Gemma Donaghy on 01207 218249.

Attached Documents:

[\(Map\)](#)

Agenda prepared by Gemma Donaghy, Democratic Services 01207 218249
g.donaghy@derwentside.gov.uk

EXECUTIVE, LEADER / DEPUTY LEADER SCRUTINY

Minutes of a meeting of the Executive, Leader / Deputy Leader Scrutiny Panel held in the Council Chamber, Civic Centre, Consett on Wednesday 25th July, 2007 at 6.00 p.m.

Present

Councillor D. Hicks (Chair)

Councillors J.I. Agnew, A. Atkinson, D. I. Barnett, H. Christer, T. Clark, J. Docherty, W. Gray, P.D. Hughes, L. Marshall, I. McElhone, J. Nicholson, R. Ord, W. Stelling, M. Westgarth, T. Westgarth, J. Williams.

Apologies for Absence

Apologies for absence were submitted on behalf of Councillors G. Beckwith, D. Bennett, D.V. McMahon, O. Temple.

In Attendance

Councillor A. Watson (Leader) and Councillor M. Malone (Deputy Leader)

1. DECLARTIONS OF INTEREST

There were no declarations of interest submitted.

2. PRESENTATION BY LEADER & DEPUTY LEADER

The Chair welcomed to the meeting Councillor Alex Watson (Leader) and Councillor Michael Malone (Deputy Leader) who were in attendance to give a presentation on the role of the Executive, what their individual portfolio entails and the roles of the Leader and Deputy Leader within the Council and Community.

Councillor Watson advised that the Leader / Deputy Leader portfolios provided Leadership for the Council as an organisation, the Leader's portfolio being of an external nature covering the Council's community leadership role. The Deputy Leader's portfolio, looking at internal issues and the Council overall as an organisation.

He went on to advise of the specific subjects covered by the Leader's Portfolio and made reference to some of the achievements to date in effective leadership such as the redevelopment of the Steel Works site (Genesis Project), DurhamNet and the more recent partnership with City of Durham (InPrint).

He went on to discuss the local issues which also fall under the Leader's portfolio such as the Local Strategic Partnership, Community Strategy, Corporate Plan and Communications.

He then handed over to Councillor Malone to discuss the role of the Deputy Leader.

Councillor Malone went on to advise that his role was to Lead the Corporate Strategy Unit and provide strategic advice on the following:

- Policy development
- Performance Management
- CPA
- Member Services & Training
- ICT & E Government
- Operational Services – strategic overview

He also highlighted some of the main achievements such as the Council being rated 'Good' through the Corporate Performance Assessment and the Investors In People award for Officers and Members (Derwentside being one of the first to receive this).

Councillor Stelling made reference to the news released earlier that day regarding the abolition of District Councils in County Durham and the creation of one new Unitary Authority, he added that in his opinion the Leader and Deputy Leader would have a strong role to play in the leadership through this time of change.

Councillor Malone in response added that in his opinion members were going to have to be alert to suggested change to guide the Council through the dynamic process. He also added that through Leadership it would be paramount that issues of local value were protected.

Councillor Docherty added that in her opinion Members needed to work out what was valued most in Derwentside and which quality services need to be protected. She suggested that the Executive, Leader / Deputy Leader Scrutiny would be an excellent sounding board to support the Leader / Deputy Leader through the transitional period.

Councillor Watson advised that he thought it was imperative that the process remained transparent and also to ensure that minimal impact was had upon services.

Councillor Malone added that he agreed with the comments made and advised that he thought that the subject would be an ideal pro-active task for the panel over the coming years. He also added that Shotley Bridge Hospital should also be a high priority issue for the panel over the course of the year.

Councillor Christer added that in her opinion the scrutiny panel should be taken in that direction to ensure projects that had already been started by Derwentside were followed through such as the Sports Village, Stanley Town Council and Shotley Bridge Hospital.

The Chief Executive Officer advised that he agreed that LGR should be placed top priority on the work programme to discuss how services, strategic plans, partnerships, staffing and the community will be all be protected.

AGREED: that the content of the presentation be noted.

Councillors A. Watson & M. Malone left the meeting at this point.

3. MINUTES

The Executive Director advised that as the panel meet every quarter in that time 3 meetings of the Executive will have taken place, therefore it was considered appropriate to agenda the minutes at this panel for their consideration. He further advised that this would provide members with reasons for decisions taken, their implementation and what has happened since implementation.

Councillor Barnett added he would find it useful if in future Executive minutes the comments of Scrutiny Board were recorded so when brought to this meeting, members could see whether or not their comments had been considered, and if not agreed with; the reasons for such.

Councillor Stelling made reference to the poor attendance at some of the Executive meetings by some non Executive Members and added that in his opinion this was due to backbenchers feeling they did not have any influence on decisions taken by the Executive.

The Chief Executive Officer advised that any members could attend any Executive meeting and with the permission of the Chair be allocated some time to voice their opinions. He also advised that Scrutiny Board was in place to ensure that members of scrutiny could influence decisions.

Discussion then ensued regarding the 'no smoking' ban and if there had been any nuisance recorded thus far. Members were advised that there had not. Members although did have some concerns about those migrating onto the streets to smoke and taking their drinks with them causing problems for residents.

Discussion then took place regarding the Local Government Review, the Chief Executive Officer advised that there were two hurdles the Government would have to overcome before the implementation of any Unitary Authorities.

He made reference to the judicial review scheduled to be heard at the High Court on 12th September 2007 and in addition the Bill would have to be enacted by parliament, only then giving the Secretary of State the power to place orders on those Authorities.

Councillor McElhone asked about the possibility of The City of Durham challenging the decision of the Secretary of State.

The Chief Executive Officer advised that the City of Durham Council would be seeking Legal Advice in light on the decision to determine if there was any case for challenge, he concluded that there should be an answer to this early next week.

AGREED: that comments of Scrutiny Board be added into Executive minutes for the purpose of this panel's meeting.

4. WORK PROGRAMME 2007-08

The Chief Executive Officer advised Members that in light of the recent news regarding LGR he agreed with earlier comments in respect of making this subject top priority for the work programme.

He advised that there would be some significant developments between now and the next time the panel were scheduled to meet, therefore suggested that a Special Meeting be called in September to discuss such developments.

Councillor Stelling added that he agreed with the comments as the review would influence any other work carried out by the panel.

The Chief Executive Officer added that there were some further items that were related to the LGR such as the LSP and LAA, he suggested that these should also be included in the programme to discuss how these will fit into any new arrangements.

In conclusion he suggested that the following be considered by the panel in the following order:

- 1) Local Government Review (LAA & LSP)
- 2) Shotley Bridge Community Hospital
- 3) Any other items.

Councillor Stelling added that he thought it would be beneficial for a Members briefing session to take place on the LSP and LAA to ensure members had a better understanding of the two.

AGREED: that the panel hold a Special meeting in September to discuss updates on LGR and further agreed that LGR be placed as high priority for the panels work programme.

5. CORPORATE PROCUREMENT STRATEGY 2007-10

The Corporate Procurement Manager presented the report which provided scrutiny with the opportunity to consider and review the draft Corporate Procurement Strategy for 2007-2010 and provide any comments on the document prior to it being presented for approval to Executive on September 10th 2007.

He advised that the new strategy was an essential corporate strategy and would ensure that procurement could strategically contribute to the achievement of the Council's Corporate Objectives and the Corporate Plan and support the achievement of the Community Strategy.

He went on to highlight relevant material considerations as the report suggested in paragraph 3.

He further advised that it had been agreed at Executive that the basic structure of the strategy should be similar to the existing strategy with the addition of the following items:

- The corporate context – highlighting the Corporate Plan aims
- The Local Government procurement landscape – highlighting the drivers for change
- A strategic procurement assessment (via a SWOT analysis)
- Updated Policies
- The procurement structure highlighting a centre-led procurement direction
- A procurement spend analysis (including local spend information)
- An expanded Procurement Framework as an Appendix (including a Member's guide to questions)

He advised that alongside the strategy a 4 year action plan had been developed and was included in the document.

In conclusion he referred Members attention to the proposed recommendations to be made to Executive as paragraph 3.13 of the report.

Councillor Barnett then asked what lessons had been learnt from the previous strategy and what had been the biggest challenge in the development of the strategy.

In response the Corporate Procurement Manager advised that the biggest lesson had been learning to consult with Members more effectively, he also made reference to the recently established Member Procurement Group. He further added that collaboration had been one of the biggest challenges to overcome.

AGREED: that the content of the report be noted.

Conclusion of Meeting

The meeting closed at 7.24 p.m.

Chair.

EXECUTIVE, LEADER & DEPUTY LEADER SCRUTINY PANEL

Minutes of a meeting of the Executive, Leader/Deputy Leader Scrutiny Panel held in the Council Chamber, Civic Centre, Consett on Thursday 20th September 2007 at 6.00 p.m.

Present

Councillor D. Hicks (Chair)

Councillors: J.I. Agnew, G. Beckwith, T. Clark, W. Gray, P.D. Hughes, L. Marshall, J. Nicholson, W. Stelling, O. Temple, M. Westgarth, T. Westgarth, J. Williams.

Apologies for Absence

Apologies for absence were submitted on behalf of Councillors: A. Atkinson, H. Christer and I. McElhone.

1. DECLARATIONS OF INTEREST

Councillors: G. Beckwith, P.D. Hughes and W. Stelling declared an interest in the following item, left the Chamber and took no part in the discussion thereon.

2. LOCAL GOVERNMENT REVIEW - UPDATE

The Chief Executive Officer circulated a report updating Members on the latest position with regards Local Government Review. He apologised for the lateness of the report however he indicated that relevant information in relation to the issue had only been obtained on the 19th September.

The Chief Executive Officer advised that the report covered three distinct areas:-

- Response to the consultation exercise
- Legal challenge
- Recent "Dialogue Meeting" with C.L.G. Civil Servants

Members were advised that all local authorities in County Durham were working with regard to the implementation of the Secretary of State's proposals however, the seven District authorities were still looking to challenge the Secretary of State by way of Judicial Review on the basis that the Secretary of State did not have the powers to progress the issue of L.G.R. in Durham without new legislation. The response to the Secretary of State with regards the consultation paper would be therefore headed "Without Prejudice" to any potential legal challenge.

The Chief Executive Officer then summarised the main issues included in the draft joint response of the District Councils. Members noted that the final document would be available prior to the 28th September 2007 deadline for responses.

With regards the legal challenge, it was noted that details of a current legal challenge by Shrewsbury & Atcham and Congleton councils were not yet available. Upon determination by the courts the Districts in County Durham would consider whether to pursue their legal challenge.

Members were then advised of meetings between Chief Executives and Chief Executives and Leaders with the lead Civil Service for L.G.R. which had been held on the 19th September. Details of the meeting were incorporated in the report. The discussion included references to election arrangements and transitional arrangements for a "new" authority. Specific reference was also made in relation to Human Resources issues.

Councillor Temple expressed concerns with regard to the potential impact on staff and suggested that every effort should be made to ensure that affected staff received the best possible severance and redundancy arrangements.

In answer to a question from Councillor Temple in regards election arrangements and numbers of proposed councillors for the new authority, the Chief Executive Officer indicated that the County Council Leader and Deputy Leader had suggested that they would be seeking election in 2009 and not 2008 as indicated in the original bid. As far as he was aware, the suggested number of councillors for the authority would be 126 i.e. two per County division as stated in the bid.

The Chief Executive Officer advised that although the timescale of elections in May 2008 was tight, this could be achieved.

Councillor L. Marshall questioned whether a boundary review of the existing division would impinge upon the timescale. The Chief Executive Officer indicated that a review had only taken place in 2005 and that any future review would not take place until after the establishment of the new authority.

Discussion followed in relation to the role of Parish Councils and Area Action Partnerships within the proposed arrangements.

Councillor M. Westgarth questioned whether Consett should be seeking to develop a Town/Parish Council for its area.

The Chief Executive Officer indicated that it appeared that the bid submitted by Durham County Council supported the development of Area Action Partnerships however, should individuals request a Town Council, in accordance with legislation this would be progressed.

In answer to a question from Councillor Temple in relation to Council expenditure in the meantime, the Chief Executive Officer advised that local authorities should not make any decisions which would prejudice the new local authority established in 2009. Existing authorities would be expected to seek approval/agreement on any major areas of expenditure/contracts.

After further discussion the Members welcomed the report.

Conclusion of Meeting

The meeting closed at 6.45 p.m.

EXECUTIVE

Minutes of a meeting of the Executive held in the Council Chamber, Civic Centre, Consett on 10th September 2007 at 4.30 p.m.

PRESENT

Councillor A Watson (Chairman)

Councillors: C D Christer, O Johnson, D Lavin, D G Llewellyn, C Marshall, M J Malone and A Taylor.

IN ATTENDANCE

Councillors: I Agnew, L Marshall, E J Williams and W Tyrie.

APOLOGIES FOR ABSENCE

There were no apologies for absence submitted.

23. REVIEW OF SCRUTINY BOARD DEBATE

A list of items discussed at Scrutiny Board were circulated, the Chair advised that the comments, if any, would be referred to as each agenda item was discussed.

24. DECLARATIONS OF INTEREST

There were no declarations of interest submitted.

25. MINUTES

RESOLVED: That the minutes of the meeting held 9th July 2007 be agreed as a correct record.

26. COUNCIL PERFORMANCE – REVIEW OF PERFORMANCE FIRST QUARTER 2007/08

Councillor Malone presented the report which provided Members with an update on performance for the Best Value Performance Indicators for the first quarter of 2007/08. Appendix 1 detailed the performance for all indicators and was included for members' information. The main text of the report concentrated upon areas

where performance was a concern or where significant increases in performance had occurred. A detailed analysis of performance for all red risk indicators for the first quarter of 2007/08 was included. In addition significant falls or gains in performance for amber risk indicators were highlighted along with a short summary of performance for green rated indicators.

He highlighted the following:

- Of the 5 red risk indicators where performance for this quarter can be compared to that for the same period last year 4 have demonstrated an improvement in performance this quarter.
- Recorded levels of violent crime have fallen in comparison to Q1 and year-end 2006/07. Also sickness and absence levels are 19% lower than at the same period last year.
- Almost 60% of amber rated indicators have demonstrated an improvement in performance this quarter.
- 92% of green rated indicators have either continued to demonstrate an improvement in performance or retained their already high levels of performance.
- Majority of Planning and Housing Benefit/Council Tax indicators continue to improve or retain top quartile performance with all of the Street Cleansing and Recycling indicators continuing to demonstrate improvement in Quarter 1.

All red risk rated indicators had now completed action plans for 2007/08 and all action plans for Quarter 1 had been referred to the relevant Scrutiny Panels in September and October of 2007.

Councillor Christer referred to the red risk action planning process for 2006/07 and asked for clarification that all Action Plans had been reviewed and updated for 2007/08. In response the Performance Management Officer advised that all best value performance indicators which had been allocated a 'red risk' during 2006/07 had completed an action plan which had been referred to the relevant Scrutiny Panels throughout the year. In a number of cases this action planning process had improved performance and risk ratings had been amended accordingly and a red rating removed where necessary and replaced with an amber one. Updated or new action plans had now been produced for all red risk indicators identified for the first quarter of 2007/08. Particular reference was made to the fact that both incidences of violence crime and recorded absences had reduced during Quarter 1 for the first time since a red risk rating had been assigned at the beginning of 2006/07.

Councillor Johnson commented on BVPI 199d – fly tipping - and asked Members to note that following the year-end external audit it had been discovered that a number of enforcement actions had been taken by the Environment Agency Enforcement Officer which could have been included within the year-end outturn performance figure for BVPI 199d as this authority contributes to the cost of the above post. These additional enforcement actions, if recorded, would have

placed the authority in the higher performing quartiles nationally during 2006/07. Councillor Johnson requested that these actions be recorded in future.

Scrutiny Board Comments: *The Board Members welcomed the report and actions being taken to improve performance. In answer to a question from Councillor Barnett in relation to improvements in waste collection figures against the perceived increase in fly tipping, Mr Reynolds advised that such would form part of a further report to Members. There were no other issues raised by Members on the content of the report.*

Options: Whether or not to commission further reports into the performance of any of the best value performance indicators.

RESOLVED: That the information contained in the report regarding best value performance indicators be noted.

Reasons: To ensure that any slippages in performance can be noted and indicators which posed concerns can be directed to the Action Planning and Scrutiny process.

27. ADOPTION OF GATESHEAD UNITARY DEVELOPMENT PLAN

Councillor Johnson presented the report which informed Members of the adoption of Gateshead's replacement Unitary Development Plan (UDP) and sets out the response to this Council's representations. Members were reminded of the representations made to the Re-Deposit Draft of Gateshead's replacement UDP in April 2006. A Public Inquiry had been held in October 2006 and the Inspector's Report was published in May 2007.

The report advised that the Inspector had agreed with Derwentside's comments on all issues apart from the site at Chopwell, which was now under construction, and the lack of a phasing policy. However, even on this particular objection the deletion of the housing sites at Kibblesworth and Chopwell addressed most of this Council's concerns.

Scrutiny Board Comments: *The Scrutiny Board reviewed the report and there were no issues of concern.*

Options: Whether or not to challenge the Gateshead UDP.

RESOLVED: That the changes made to the Gateshead replacement UDP be welcomed and that no challenge be made.

Reasons:

1. The recommendations made by the Planning Inspector following the Public Inquiry were binding on Gateshead Council.

2. The recommendations of the Inspector had therefore been incorporated into the UPD and adopted by Gateshead Council on 19th July 2007.

28. SUB NATIONAL ECONOMIC DEVELOPMENT AND REGENERATION REVIEW

Councillor Llewellyn presented the report which provided an overview of the Governments Sub-National Review of Economic Development and Regeneration and to confirm the role of the Council in responding to the opportunities provided by the review.

Councillor Watson referred to paragraph 3.10 of the report and raised questions on how these incentives were to be distributed, whether through the LAA or some other means. The Deputy Chief Executive Officer advised that as yet no details of how the incentives were to be delivered had been released by the Government.

Councillor Christer commented that these recommendations had a potential to benefit areas such as Derwentside. Discussion took place on potential impact of the Local Government Review and of the need to lobby any new authority to ensure the future of economic development of the area.

Scrutiny Board Comments: *Members of the Board agreed that the Council should continue to support and maintain a full and active part in the outcome and implementation of the Sub-National Review.*

Options: Whether or not to participate in the Sub-national review.

RESOLVED: The content of the report be noted and that:

1. The Council agrees to maintain a full and active part in the outcome and implementation of the sub-national review.
2. As part of this, the Council agrees to engage in the Business Support Simplification Programme (BSSP).
3. The Council continues to work with Job Centre Plus and other key agencies to address Worklessness and to ensure that getting people into work remains a key economic development priority for the district.

Reason: The strengthening of the role of local authorities in economic development and increasing local accountability in regional strategy development and implementation was to be welcomed.

29. DERWENTSIDE'S LOCAL DEVELOPMENT FRAMEWORK ANNUAL REPORT 2006/2007

Councillor Johnson presented the report which advised Members of the preparation of the Council's third Annual Monitoring Report (AMR) covering the

period 2006/07. He commented that this was an excellent report and the main purposes of the ANR were to:

- Assess the progress of Development Plan Document preparation against the targets and milestones in the adopted Local Development Scheme.
- Analyse the effectiveness of existing 'saved' Local Plan policies and their impact on national and regional targets, particularly in relation to housing.
- Provide baseline data for future monitoring, including the Government's Core Output Indicators, identifying how any gaps in the data will be filled.

Councillor Llewellyn referred to the issue of an Affordable Housing Policy and asked questions on when this was to be produced. In response the Director of Environmental Services advised that Officers needed to ensure that any policy was accurate, robust and capable of withstanding challenges therefore wished to wait until the Housing Market Assessment information was available before proceeding with the policy. Councillor Llewellyn raised concerns that any statistics / economic figures used would be of a 'snapshot' in time and open to challenge.

Discussion took place on the definition of 'affordable housing' The Chief Executive Officer advised that there were a number of definitions and a series of approaches would be taken to allow the authority to have evidence and accurate information in place to produce a robust Affordable Housing Policy.

Scrutiny Board Comments: *The Scrutiny Board reviewed the report and there were no issues of concern.*

Options: Whether to agree, amend or reject the proposal in the report regarding the Annual Monitoring Report.

RESOLVED: That the contents of the 2006/07 Annual Monitoring Report be agreed for submission to Government Office North East (GONE) before 31st December 2007.

Reason :

1. 'Review' and 'monitoring' are key aspects of the Government's 'plan, monitor and manage' approach to the new Planning system and Regulation 48 of the Town and Country Planning (Local Development) (England) Regulations, 2004 required local planning authorities to produce and Annual Monitoring Report (AMR).
2. The AMR must be approved by the Council and submitted to the Government Office for the North East before 31st December each year.

30. PROPOSALS FOR A NEW CEMETERY DEVELOPMENT AT MOORSIDE, CONSETT

Councillor Lavin presented the report which was an update on an original report presented to Environment Scrutiny Panel on 5th October 2006, which had

referred to the closure of Castleside Cemetery and impending closure of Blackhill Cemetery. It had been estimated that Blackhill Cemetery would be full within the next 3 years, based on current burial rates / pre-purchasing of grave plots.

Councillor Johnson advised that local ward Members were in support of the proposals. Councillor Christer referred to Scrutiny Board comments and highlighted the need to consider the reports off-road biking activities and the possible affects on the proposals.

Scrutiny Board Comments: *Councillor Hicks, in welcoming the report, agreed with the recommendation to retain adjacent land for potential future expansion. Councillor Barnett suggested that additional security measures be considered for inclusion in the scheme, making reference to recent problems at Blackhill Cemetery. Reference was made to problems with regard to off-road biking near the facility and the need to control such activities. Following further discussion there were no other issues of concern.*

Options: Whether to support or reject the proposal to include this project in the Capital Programme.

RESOLVED:

- 1. That the proposal for a new cemetery development at Moorside, Consett for inclusion of the project in the Capital Programme be supported.**
- 2. That the project be designed and split into two modules over a period of time.**
- 3. That a firm be commissioned to carry out the Project Management of this project.**
- 4. That Members note the potential impact on the revenue budget for maintenance costs for the new Cemetery, estimated at £30,000 per annum for Grounds Maintenance.**
- 5. That the Council owned land surrounding the development contained within the report be retained to ensure a continuity of Cemetery facilities in the future.**

Reasons:

1. A number of areas of land in Council ownership had been examined and Ward Members and Members of the Cemetery Working Group, officers and consultants had concluded that the Moorside site was both suitable for the intended purpose and would adequately serve the needs of the residents of Consett and the surrounding communities.
2. Without further funding to complete the final brief and works schedule the project cannot proceed and a formal planning application cannot be made.

31. EXCLUSION

ON THE MOTION OF COUNCILLOR M MALONE SECONDED BY COUNCILLOR D G LLEWELLYN THAT UNDER SECTION 100(A) OF THE LOCAL GOVERNMENT ACT 1972, THE PRESS AND PUBLIC BE EXCLUDED FROM THE MEETING FOR THE FOLLOWING ITEMS OF BUSINESS ON THE GROUNDS THAT THEY INVOLVE THE LIKELY DISCLOSURE OF EXEMPT INFORMATION AS DEFINED IN PARAGRAPH 3 OF THE LOCAL GOVERNMENT ACT 1972 (AS AMENDED).

32. DISPOSAL OF LAND AT PONT LANE LEADGATE

Councillor Marshall presented the report which requested approval to dispose of an area of land held on trust by the Council at Pont Lane, Leadgate at an undervalue, and, to transfer an equivalent area of land in terms of value, into Trust.

It was noted that Local Ward Members were in support of the proposal.

Scrutiny Board Comments: *The Scrutiny Board welcomed the report. Councillors Stelling and Williams supported the proposals.*

Options:

- 1. Proceed with a disposal at an undervalue.**
- 2. Agree to a disposal at market value.**
- 3. Refuse to dispose of any land.**

RESOLVED:

- 1. That authority is given to proceed with a disposal in accordance with 3.13.1 of the report and,**
- 2. transfer Trust status to the land hatched and numbered 3 on the plan attached to the report.**

Reasons:

- 1. The Council would receive a substantial capital receipt.**
- 2. This would facilitate the retention of a well established local Company and its 92 employees.**
- 3. There would be a significant improvement to the local environment and to the quality of life of the local community.**
- 4. It will result in the establishment of an area of land for the enjoyment of the public.**

CONCLUSION OF MEETING

The meeting closed at 5.08 p.m

EXECUTIVE

Minutes of a meeting of the Executive held in the Council Chamber, Civic Centre, Consett on 8th October 2007 at 4.30 p.m.

PRESENT:

Councillor A. Watson (Chairman)

Councillors: C.D. Christer, O. Johnson, D. Lavin, D.G. Llewellyn, M.J. Malone and A. Taylor.

IN ATTENDANCE

Councillors: T. Pattinson, W. Stelling and W.J. Tyrie.

APOLOGIES FOR ABSENCE

An apology for absence was submitted on behalf of Councillor C. Marshall.

33. DECLARATIONS OF INTEREST

There were no declarations of interest submitted.

34. REVIEW OF SCRUTINY BOARD DEBATE

A list of items discussed at Scrutiny Board were circulated, the Chair advised that the comments, if any, would be referred to as each agenda item was discussed.

35. MINUTES

RESOLVED: That the minutes of the meeting held 10th September 2007 be agreed as a correct record.

36. TYNEDALE LOCAL DEVELOPMENT FRAMEWORK: SITE ALLOCATION DEVELOPMENT PLAN DOCUMENT ISSUES AND OPTIONS

Councillor Johnson presented the report which advised that Tynedale District Council had published for consultation the Site Allocations Issues and Options document which formed part of its Local Development Framework. Representation had been required by 14th September and to comply with this deadline Officers had forwarded comments. The report explained those issues

relevant to Derwentside and sought Member's endorsement of the comments sent to Tynedale Council.

Scrutiny Board Comments: *The Scrutiny Board reviewed the report and there were no issues raised.*

Options: Whether or not to endorse the Officer comments forwarded to Tynedale District Council and agree the recommendations in the report.

RESOLVED: That the Officer comments in respect of Tynedale Local Development Framework be endorsed as follows:

(i) Object to the allocation of the following sites for residential development; SA121; SA122; SA123; SA069.

(ii) Object to the allocation of the following site for economic development; SA123.

Reason: In order to take part in the consultation process and to make this Council's views on the sites known to Tynedale District Council.

37. CORPORATE PROCUREMENT STRATEGY 2007-2010

Councillor Malone presented the report which requested Member approval of the Corporate Procurement Strategy 2007-2010. The new Strategy was an essential corporate strategy, as it will ensure that procurement can strategically contribute to the achievement of the Council's corporate objectives and the Corporate Plan and support the achievement of the Community Strategy.

Scrutiny Board Comments: *The Scrutiny Board received the report and welcomed the development of collaborative / partnership working. The report was considered to be appropriate and robust and Members applauded the progress made with regards procurement in general.*

Options:

(i) Agree to approve the Corporate Procurement Strategy and Action Plan 2007-2010.

(ii) Reject the need for a Corporate Procurement Strategy and Action Plan 2007-2010.

(iii) Suggest amendments and further study to the Corporate Procurement Strategy and Action Plan 2007-2010.

RESOLVED: That the Corporate Procurement Strategy and Action Plan 2007-2010 be approved and that a regular review of the Action Plan items occurs to ensure that they continue to remain as relevant priorities in consideration of Local Government Review.

Reason: The Corporate Procurement Strategy 2007-2010 will be an important strategy to ensure that strategic procurement management continues to

contribute to the corporate objectives set out in the Corporate Plan and Community Strategy.

38. EXCLUSION

ON THE MOTION OF COUNCILLOR A. TAYLOR SECONDED BY COUNCILLOR D.G. LLEWELLYN THAT UNDER SECTION 100(A) OF THE LOCAL GOVERNMENT ACT 1972, THE PRESS AND PUBLIC BE EXCLUDED FROM THE MEETING FOR THE FOLLOWING ITEMS OF BUSINESS ON THE GROUNDS THAT THEY INVOLVE THE LIKELY DISCLOSURE OF EXEMPT INFORMATION AS DEFINED IN PARAGRAPH 3 OF THE LOCAL GOVERNMENT ACT A1972 (AS AMENDED).

39. DISPOSAL OF LAND AT MOORSIDE

Councillor Watson presented the report which advised Members of the situation regarding surplus land at Moorside shown on the plan attached to the report.

Scrutiny Board Comments: *Members noted that there was no opposition to the proposals from local Ward Members and agreed to the proposals contained in the report.*

Options:

- (i) Proceed with a sale as detailed in the report.
- (ii) Advertise the site on the open market.

RESOLVED: That agreement be granted to proceed as detailed in 5.1 of the report.

Reasons: This enables early completion of a major redevelopment scheme and the Council receives a substantial capital receipt. This also allows the Doctors Practice the opportunity to acquire land to enhance medical services within the village but in the event of them not being able to proceed, there was a willing buyer who could integrate the site within their ongoing development.

40. LEASE OF HOBSON GOLF CLUB

Councillor Watson presented the report which requested authority to defer the implementation of an increased rent due to be paid by the tenants of Hobson Golf Club.

Councillor Taylor commented that this provided a good public sports facility which was used by children and young people as well as adults and therefore she supported the proposals.

Scrutiny Board Comments: *Members commented upon the opportunities to assist the golf club in developing the business by way of marketing etc. Members were advised of the details of the transfer of the facility to the club which restricted the development of the club as a private facility. Members also noted that the facility operated without public subsidy.*

Options:

- (i) Agree to the request.
- (ii) Refuse the request.

RESOLVED: That approval be granted to permit the continuation of the existing rent for a further year, and thereafter approval be granted to the Deputy Chief Executive to consider and determine any future rents under his delegated powers.

Reason: To enable the Club to continue in operation in a time of financial hardship.

41. CONSETT AND STANLEY MARKETS

Councillor Llewellyn presented the report which sought direction as to the future operation of the Consett and Stanley Street Markets.

Councillor Watson welcomed the report and requested that it be noted that concerns had been expressed by Councillor T.Pattinson regarding the current operator.

Councillor Taylor noted that it had been a number of years since the tender had been advertised and therefore welcomed the proposal. She also commented that although she had been disappointed that the workers co-operative market had declined, she was pleased that the Stanley Market was still vibrant.

Councillor Lavin commented that Chester-le-Street District Council had spent a lot of money on trying to improve their market and perhaps new ideas were needed which may help to invigorate Consett and Stanley markets.

Scrutiny Board Comments: *Members welcomed the proposal contained in the report which would hopefully invigorate the markets. Members accepted the need to agree to a flexible approach towards the letting of any future contract.*

Options:

- (i) Discontinue Market Operations.
- (ii) Negotiate revised terms with existing operators.
- (iii) Advertise for Tenders on the open market.

RESOLVED: That authority be granted to proceed with the option outlined in 3.11c in the report and advertise both market operations. A further report to be brought back to Executive for consideration of all offers received.

Reasons: This enables the Council to test the open market and hopefully increase revenue income. It also affords the opportunity to improve the retail offer within both towns.

CONCLUSION OF MEETING

The meeting closed at 4.52 p.m.

Not for publication by virtue of Paragraphs 3 and 4 of Part 1 of Schedule 12(A) of the Local Government Act 1972 (as amended)

TITLE:	DURHAMNET – PROGRESS UPDATE
TO/ON:	LEADER/DEPUTY LEADER SCRUTINY PANEL – 31ST OCTOBER, 2007
BY:	CHIEF EXECUTIVE, DURHAMNET
STATUS:	REPORT
PORTFOLIO:	DEPUTY LEADER

1. PURPOSE OF REPORT

- 1.1 The purpose of the report is to provide a progress update on the DurhamNet Partnership between the District Council and Durham County Council.

2. BACKGROUND

- 2.1 As members are aware, the District Council entered into a Joint Venture Partnering Agreement with Durham County Council on 26th July, 2006 to form DurhamNet. The main purpose of the partnership is to:
- Achieve service delivery improvements and cost benefits to both parties;
 - Provide broadband connectivity and services to schools, Council offices and other public facilities in County Durham; and
 - To position DurhamNet for development into a regional telecommunications service and systems integration provider for the public sector in the North East of England.
- 2.2 A major impetus for the partnership was pioneering work carried out by the District Council through a series of innovative I.T. initiatives that culminated in the Council's first Beacon Award in 2003/04. In recognition of this role, the District Council operates as the Accountable Body for DurhamNet and as a consequence, employs the 'DurhamNet' staff and manages its finances on behalf of the partnership.
- 2.3 Strategic direction for DurhamNet is provided through the DurhamNet Board, on which the Council is represented by Councillors Malone and Docherty and by the Chief Executive and Director of Corporate Administration and Policy.
- 2.4 Papers from the last DurhamNet Board (held on 18th September, 2007) are attached to this report for Members' information. A brief summary of the key issues addressed in these reports is set out in the following section.

2.5 It is intended that further update reports will be provided to Scrutiny on a regular basis, but as this is the first such report, its content will be supplemented by a presentation to the Panel by Alan Hodgson, DurhamNet's Chief Executive.

3. KEY ISSUES ADDRESSED AT THE DURHAMNET BOARD ON 18TH SEPTEMBER, 2007

3.1 The Board Meeting on 18th September considered five items, summaries of which are set out below, incorporating the decisions of the Board. Further details are provided in the Appendix.

Item 1: Business Plan Update and Progress on Future Strategy and Priorities

This report will be the main focus of the presentation to be given to the Scrutiny Panel by DurhamNet's Chief Executive. Progress on the partnership's three priority areas (as agreed earlier this year) was noted by the Board. These priorities being:

- (a) to sustain the current customer base and continue the organic growth that has been achieved annually over the last ten years;
- (b) Building Schools for the Future;
- (c) the exploration of new directions for infrastructure provision.

The Chief Executive outlined a number of positive steps with regard to all these priorities, namely:

- (a) securing a contract to upgrade and provide the Management of Gateshead Council's ICT network infrastructure;
- (b) DurhamNet's progression to an 'Invitation to Participate in Dialogue' stage with respect to a Building Schools for the Future submission that will hopefully lead to a substantial contract to provide I.T. support to schools in County Durham;
- (c) the encouragement to submit a bid to the Regional Development Agency to provide next generation Internet infrastructure (WIMAX).

Item 2: Progress with Tanfield Data Centre

The report is relatively self-explanatory and sets out the progress with the move to DurhamNet's Headquarters in Tanfield. The Board noted the progress and that the new 'data centres' within the building are about to be 'populated' with data.

Item 3: Financial Position

The report was received and the estimated year-end surplus of £711,000 was welcomed by the Board.

Item 4: DurhamNet Staffing Review and Restructure Proposals

The report has been developed in order to ensure DurhamNet is capable of achieving the priorities set out in Item 1 and is sufficiently robust to effectively operate on a more business footing. The key change proposed within the report is to provide separate technical and commercial arms to DurhamNet and the proposals within the report were agreed by the Board, subject to further clarification of the costs, union and staff consultation and the approval of the District Council as employing authority.

Scrutiny Panel should note that given the confidential nature of the report, as well as the need to consult with staff and unions, the Appendix to this report has not been attached.

Item 5: Performance Measurement

This report sets out a number of proposed enhancements to the partnership's performance management arrangements. The paper was accepted as a good starting point for the development of further measures and tasked a working group to progress this issue for consideration at the next Board meeting.

4. CONCLUSION

- 4.1 Members are asked to note the content of this report and to receive a presentation by the DurhamNet Chief Executive.

APPENDIX

DURHAMNET BOARD PAPERS

18TH SEPTEMBER, 2007

DurhamNet Board Meeting

18 September 2007

**BUSINESS PLAN UPDATE AND
PROGRESS ON FUTURE
STRATEGY AND PRIORITIES**



Report of Alan Hodgson, Chief Executive.

Purpose of Report

- 1 To provide an update on the Business Plan and inform Board Members of progress around DurhamNet's future strategies and priorities for 2007 onwards, as approved in principle by the board on the 27 March 2007.

Background

- 2 Following discussions and consultation with the Chair and Vice Chair (Councillors Malone and Morgan respectively) a paper outlining future strategies and priorities for DurhamNet was produced and presented by the Chief Executive. The paper was discussed at length during the board meeting and the strategic direction and priorities outlined were agreed in principle.

Progress to Date

- 3 Three key priority areas were identified and progress to date is outlined below:

a) Sustain the current customer base and continue the organic growth that has been achieved annually over the last ten years.

The customer base has been sustained and added to during 2007. ***Notable achievements have included the securing of a contract to upgrade and provide the management of Gateshead Councils ICT network infrastructure (the Gateshead Grid).***

The grid provides connectivity and broadband services to all council establishments including schools, City Learning Centres and libraries. DurhamNet has been responsible for the design of

the infrastructure and have been contracted to provide installation and ongoing operational support.

The capital value of this project is just under £1million at the present time and to date, Gateshead Council have paid DurhamNet £960,000 in advance, to install and commission the network infrastructure.

The significance of this project is that it cements the key partnership relationship DurhamNet has had with Gateshead since 1998, which helps to meet core revenue costs thus adding to overall profitability.

The business opportunities afforded through our new data centre at Tanfield have led to a number of enquiries from prospective customers.

Firm expressions of interest have been received from Northgate Systems, a major UK and European ICT services provider and Sunderland Marine, a regionally based global Marine insurance provider.

Both of the above organisations are seeking ICT business continuity and disaster recovery facilities which include data centre hosting, regional connectivity and office accommodation.

It should be noted that should DurhamNet engage with private sector customers, this business would be processed through Durham County Councils limited company 'Newco' to comply with local government legal requirements

b) Building Schools For the Future

The County Council's implementation of Government's "Building Schools for the Future" (BSF) initiative has been identified as a key opportunity which will have long term (ten years) implications for the sustainability and growth of DurhamNet. One of the key components of BSF is the provision of a managed ICT service of all BSF schools. The Government's aim is to achieve transformational change in the delivery of learning to children and young people. ICT is seen as the key element to enable and sustain this change.

The background to this initiative and progress to date is outlined below: BSF Progress

Introduction

The BSF programme is a huge opportunity to shape the way in which young people in Durham learn and are prepared for 21st Century Society. BSF is a nationally funded capital programme to refurbish or rebuild the nation's secondary school estate. In doing so the government believes this provides a major opportunity to deliver a step change in the transformation of the education service.

To facilitate such a transformation, an additional 10% funding was added to the programme to deliver an ICT Managed Service that will fully embed ICT into the school environment.

The ICT Managed Service will provide a range of services including;

- A Utility based computing solution – ie in order to gain the confidence of the teaching fraternity the solution must be extremely reliable comparable to electricity, gas, and water provision
- Managed Learning Environment – a solution that will transform education delivery, while improving access to educational information for children, parents, teachers and governors
- Anytime Anywhere access on any device, delivering improved access to learning and facilitating both collaborative and federation or area based learning
- Personalised Learning, where learners can progress through curriculum at their own pace using a number of different learning styles
- Development of Change Management programme that will ensure that the Education Service is transformed and that ICT is embedded into the curriculum.
- Within Durham the programme of work will last approximately 10 to 12 years, and will be developed over four phases. The programme's valuation is in the region of £500 million, with approximately £50 million of capital being allocated to the Managed Service. The order of the programme is as follows;

- Easington
- South West
- North West
- Durham

From an ICT perspective, the normal method of 'outsourcing' the Managed Service has not been taken; instead a partnership between a private sector partner and a unified in house service unit will design and deliver the service.

Progress

After many months of negotiation with PFS (Partnerships for Schools), a solution for the ICT service was agreed. (Information relating to the agreed solution can be found at the end of this report.)

During early July the Outline Business Case, which detailed the above solution, was agreed by PFS, further agreements were reached by the Department for Education and then the Treasury itself.

This allowed the Council to issue the OJEU notice.

Towards the end of August, the OJEU closed and a number of consortium organisations had shown interest in entering the PQQ (Participation Qualification Questions) stage.

PQQ comprised of a number of questions that covered a wide range of criteria. Evaluation of the PQQ returns lead to the following five consortiums being invited into the next and current stage ITPD (Invitation to Participate in Dialogue);

- Catalyst
- Carillion
- Aura
- Spiral
- NYOP

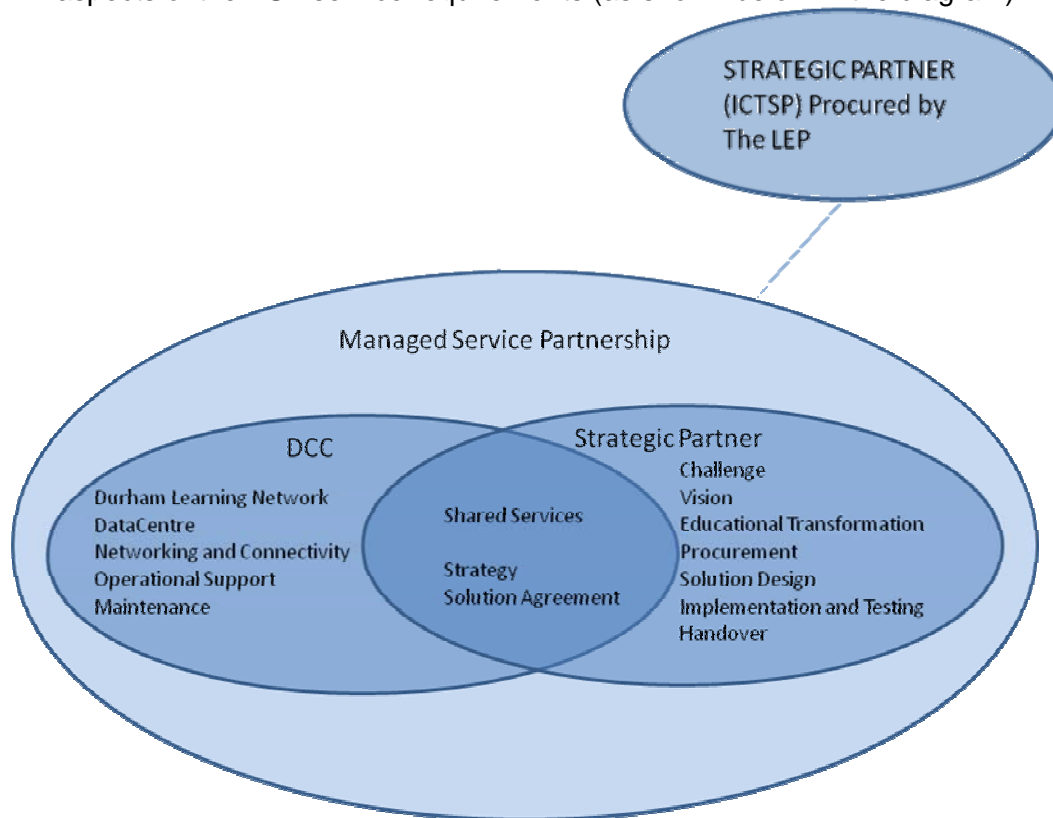
During the OJEU and PQQ period, ITPD questionnaires were developed and these have now been issued.

The five consortiums were provided an opportunity to discuss and clarify on areas within the ITPD, before having to return them in early October.

This will lead, when combined with consortium presentations, to a further evaluation that will result in the number of consortiums being reduced to three and invited to enter the next phase of the programme ITCP (Invitation to Continue Dialogue) towards the end of October.

Developed Solution

The solution developed is for the Council to seek to develop a Managed Service Partnership comprising of in house service provision and a strategic partner (procured by the LEP), which will provide a comprehensive service covering all aspects of the BSF service requirements (as shown below in the diagram)



Delivery of the Managed Service will be in accordance with the structure shown below. During the procurement phase the ICT work stream will be managed and led by the Director of Customer Services and performance managed within the BSF project management arrangements.

The Council recognises in its decision to enter into an MSP (Managed Service Partnership) that it is not in a position to provide all the services from its in house teams. The LEP ICT partner must have the skills and capabilities to provide these additional areas of expertise and challenge and in particular must lead DCC in the development of the following:

- Challenge
- Vision
- Educational Transformation
- Commercial Advantage in procurement

The partnership will lead the development of solutions that will meet the needs of a modern educational organisation whilst being aware of the strategic requirements of the County Council.

The exact nature of the MSP (legal and operational) has yet to be established and will best be determined through the ITCD process, nevertheless the council expects to contribute the following categories of service to the partnership

- Delivery and Support of the Durham Learning Network
- Data Centre Capability and Operations
- Creation of the Initial Output Specification Document
- Solution Design Review and comment leading to agreement of solution
- Witness testing of both hardware and software solutions
- Operational Support
- Maintenance
- Helpdesk
- Networking and broader connectivity services
- Support to key educational applications such as MIS

The Council expects the LEP ICT Strategic Partner (ICTSP) will contribute the following:

- Strategic Challenge to all ICT delivery
- The Vision to ensure that delivery of services are truly transformational
- Overall responsibility for the design of the solutions that will be implemented
- In conjunction with the other LEP consortium members – design of solution ensuring complete integration of services into building design
- Economies of scale in procurement and provision of all hardware and where appropriate software for agreed ICT solutions
- Installation of Solutions and services
- Bes industry practise and the opportunity provided by benchmarking
- Implementation and Acceptance Testing
- Creation of Performance Standards
- Skills transfer and training development

There will be a number of services which are delivered as a shared service between the partners and these are expected to include

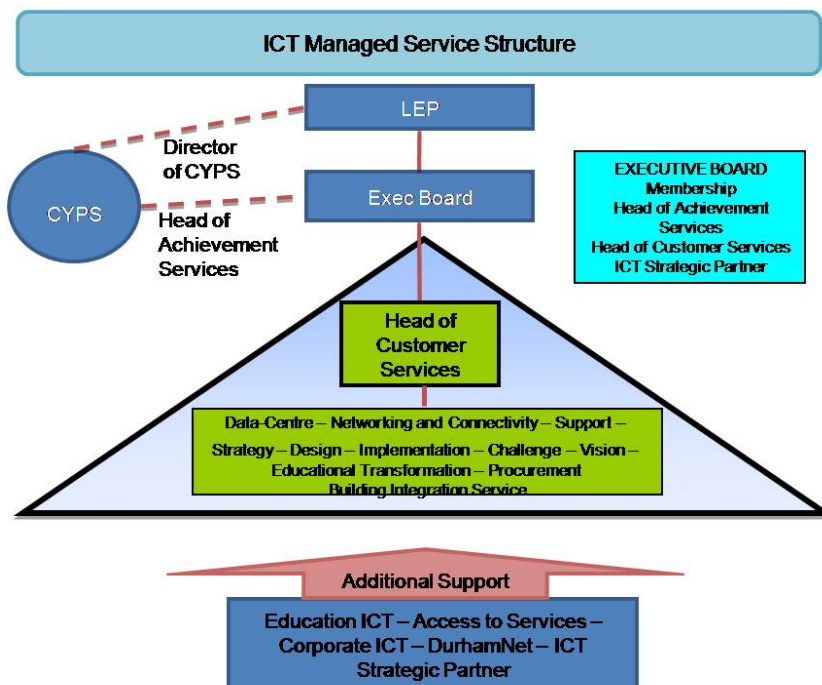
- Development of the Strategy for Change document encompassing vision for educational transformation
- The development of the Output Specification for future phases
- The design of the ICT solutions within the programmes, a reiterative process where the Council acting as an informed client will agree solutions with the partner which meet the BSF transformational agenda
- The work breakdown for delivery of the ICT projects
- Model for delivery

Through such a methodology, the risk for design through to implementation and handover will reside within the ICTSP, operational risk however will be owned by the Council. However the provision of an end to end service will reduce the interfaces and therefore associated risks.

The above list is not exhaustive and there is further service areas not specified. The division work scope between the partners will be further refined through ITCD.

In order to ensure that this solution is able to support the Educational Transformation Agenda, to fully integrate the ICT strategic partners and to limit the number of interfaces it is necessary for the Council to reconfigure its current internal management interfaces.

The diagram shown below is representative of the management arrangements the Council has developed to enable the ICT Managed Services to be provided in a single seamless and cohesive manner.



In the context of BSF it is imperative that ICT is delivered, and is seen to be delivered via a single dedicated BSF operational team, which will incorporate all the necessary resources and skills it enable it to deliver the full managed service. This requirement has created the above structure which brings the skills from ITSS, Corporate ICT, **DurhamNet** and the current school engineers and technicians, and those procured in the ICT strategic partner into this single BSF operational team.

c) The final area explored by the board was a new direction for infrastructure provision, which has implications for DurhamNet's current business model.

Progress to date has seen the Chief Executive of DurhamNet present proposals for WIMAX, or next generation broadband infrastructure proposals to various sub groups of the Durham sub regional partnership, such as the economic development sub group and the knowledge based business growth group.

Unanimous approval for the proposals outlined in the future directions paper presented to this board has been received from these groups. As a result the Chief Executive presented the proposals to the regional Development Agency (RDA) and received approval and indications that the RDA viewed these proposals as having regional significance.

The RDA wishes to evaluate the proposals for Wimax in Durham and include the option as one of the options to provide next generation broadband for the region.

Through Durham County Councils Economic Development lead (Bob Ward) and DurhamNet's Chief Executive (Alan Hodgson), the case was made that regional deployment of such a project would be ambitious, it was agreed that sub regional deployment in County Durham would provide a launch pad for the rest of the region in time and as such application for first level funding of some £2 to 10 million over a three year period be submitted for single program funding approval. This application has been lodged with the RDA through Durham County Council as the accountable body and as such DurhamNet and Durham County Council are progressing the initiative with the RDA.

In addition to the exploration of funding opportunities the the Chief Executive informed the board (March 2007) that DurhamNet were conducting a proof of concept WIMAX project in the Stanley area centred on the Aspirations Begin at Home (AB@H) project. Progress on this project is outlined below:

DurhamNet Wireless Landscape Networks (WiMAX) Pilot Project – Progress Report

Background

The advent of new wireless technologies has offered an opportunity for DurhamNet to fill the gap in the data network service provision within our County. These new wireless devices can deliver high bandwidths to the domestic sector with high reliability and affordability. This new technology can provide 'Last Mile' infrastructure which interconnects with DurhamNet's core network to present a carrier class data delivery platform.

Aims

To demonstrate these new ideas, this pilot project seeks to determine the feasibility of a number of areas:

- The technology is suitable for use as a data networking option within DurhamNet's current infrastructure
- The technology is at least as reliable as other options such as BT xDSL services
- There is no degradation in service provision, i.e. all services may be delivered using WiMAX type technology
- The devices present no problems during installation or maintenance

Method

To determine the success of the pilot, two groups of homes were chosen from those currently receiving services through the AB@H project so that comparisons could be made by the end user. These homes were spread across the South Stanley area and would be supplied from two existing radio nodes at Louisa Centre and Craghead Village Hall. These radio nodes would use equipment from two suppliers so that technical evaluations of market leading solutions could be made. As part of the pilot, clients were asked to complete acceptance forms to ensure that they were aware of the project scope and their responsibilities to maintain diaries of issues and notes on service performance. Once surveys had been undertaken, customer premises equipment (CPE) were installed and commissioned and basic user training offered. At this point, existing services could be switched over to the new arrangement and the evaluation would begin.

Findings to Date

From the initial 20 users taking part in the project, three issues were highlighted:

- The installation requirements are higher than those of terrestrial technologies. As external, ruggedised antennae are required as part of the solution, installers are required to work at height with the necessary equipment (ladders/man lift). DurhamNet has already invested in staff training and equipment to minimise the effects of this issue.
- Wireless networks need line of site between the base station (Louisa Centre or Craghead Village Hall) and the customer premises. This means that pre-

installation survey work must be carried out to determine the best site for antennae.

- One user found their electricity bill increased after installation of the wireless equipment. On investigation, it was discovered that they had left the wireless kit powered on whilst not in use. The user was advised only to switch on the wireless equipment when using the computer system for Internet access and they are now happy with the service. This advice is now given during customer acceptance.

From a service provision perspective, all users have reported that the service is more reliable and appears to be much 'faster' than the previous solution. Below is a selection of comments from user feedback forms:

Visit made to AB@H 159 – Dearden (Adam & Cath) 6 August 2007

She felt that there was no problem with the wireless

No breakdowns

Was very happy with Contractors – cleaned up behind them etc

Technician's service was very helpful as usual

Is prepared to give comments and feedback when required in writing etc

Happy to participate in publicity issues etc.

Telephone Call made AB@H 33 - (Cath) 6th August 2007 – Helga Hughes

Telephoned Mrs Hughes

She felt that there was no problem with the wireless

She says they have found it was definitely quicker

No breakdowns or problems

They have kept records and we can arrange to pick these up when required.

Was very happy with Contractors

Technical service was very helpful as usual

Is prepared to give comments and feedback when required in writing, questionnaires etc

Happy to participate in publicity issues re promotions etc.

Telephone Call - (Cath) AB@H 126 - Leighton 7th August 2007

Mrs Leighton found that there was one problem. She is on a meter for her electric and felt that her electric costs rose quite sharply. She has started turning off the computer at the main when not in use and this has now helped.

At first she had problems as every time she hit the X at the top of the document only area it would switch it off completely. This has since remedied.

She found it very slow in the early days but now it is a lot quicker and easier

Was very happy with Contractors – efficient and tidy

Technicians service was very helpful as usual

Will give us comments when required in writing as a statement, will complete questionnaires if required etc

Happy to participate in publicity issues etc and help in any way .

Telephone Call - (Cath)AB@H 286 – Melanie Dixon 7th August 2007

Mrs Dixon said that the access etc was "spot on"

It was quicker and easier somehow to access the Internet

Was very happy with the service received from the Contractors – efficient and tidy

Technician's service was very helpful as usual

Will give us comments when required in writing as a statement, will complete questionnaires if required etc

Happy to participate in publicity issues etc and help in any way

Since June 26th only one Helpdesk call has been taken relating to a problem with equipment used in the pilot project, resulting in 4 hours downtime. This represents an availability of 99.986% across the project.

The technical evaluation has so far found that both Proxim and Ruckus equipment works as specified, with the Proxim ruggedized outdoor units proving to be particularly useful as they are a single unit and do not require link cables which have been problematic when used previously.

Traffic management reports have shown that the core network is well within thresholds for congestion, though there has been a small increase in average data throughput in the pilot areas. No services have been degraded and no extra work has been required to modify the existing infrastructure to cater for the pilot project.

Conclusion.

The pilot project is moving forward as planned, with the technology performing as expected.

It is notable that although installation times are greater, the 'total cost of ownership' for this type of network service is reduced due to reliability. When balanced against the ability to deliver a much wider range of services and higher bandwidths, the cost effectiveness/affordability of this technical model is far superior to terrestrial technologies.

A further update will be provided at the next DurhamNet Board meeting.

Alan Hodgson
Chief Executive

Tanfield Project Report



DurhamNet

Tanfield Project Status

Overview

The data centre is almost complete, as detailed in the table below. The server and storage project is in the planning phase and the implementation is about to begin. The security arrangements are nearing completion; they will be reviewed to ensure they are appropriate. The accommodation is approximately 85% complete.

Summary Costs

Summary Costs	Committed Spend	Budget	Actual Remaining budget
Fittings & Fixtures	£88,941.50	£90,000.00	£1,058.50
Building Security	£96,381.76	£90,000.00	-£6,381.76
Telephony & Comms	£89,708.85	£90,000.00	£291.15
Data centre	£730,915.78	£740,000.00	£9,084.22
Total	£1,005,781.89	£1,010,000.00	£4,218.11

Data Centre Implementation Costs

Phase	Total Cost	% Completion	Expected Completion date	Status
Room Build	£162,458.30	96%	30/07/07	Only snagging and clean up to complete when other contractors have completed their work.
Air Conditioning	£136,010.00	100%	16/08/07	Commissioning and testing completed. Training session still to take place. Contractor will review performance and give guidance on usage.
UPS & Generators	£211,214.00	100%	07/09/07	Tested and commissioned. Part replacement required on UPS, but otherwise, the system is operational.
Electrical Infrastructure	£87,000.00	100%	30/07/07	Completed.
Fire suppression	£66,150.00	98%	19/09/07	Relief dampers (pressure release valves) to be installed. Testing completed.
Data cabling	£20,594.80	60%	21/09/07	Supplier currently installing cables.
Meet Me Room	£5,130.30	100%	18/04/07	Work is complete.
Security	£21,838.38	100%	30/07/07	CCTV and door entry systems are operational.
Cabinets	£20,520.00	100%		Cabinets have been ordered and are in place.
Total	£730,915.78	95%	30/07/07	There is some work regarding data centre procedures to complete: Health & Safety signage, cleaning regime, compile testing procedures.

DurhamNet Board Meeting

18 September 2007

Financial Position



Report of Alan Hodgson, Chief Executive.

1 Purpose of Report

To inform Board Members of the financial position with regard to DurhamNets trading activities for 2006/2007.

2 Background

A three year business plan for DurhamNet was approved by the respective Executives of Derwentside District and Durham County Councils on the 8th and 9th of March.

As part of the business plan a forward income, expenditure and profit projection was presented.

This paper presents board members with an update of DurhamNets performance against the forecast for financial year 2007 - 2008.

3 Position Statement

As can be seen from the financial statement at Appendix 1. The profit projection for DurhamNets activities at the end of August are ahead of the Business Plan Projections for 2007 – 2008.

Summary

- 2 Profit projections forecast for 2007 - 2008 were £0.711M; the current projected outcome would see DurhamNet achieve profits of £0.750M.

Alan Hodgson Chief Executive

Appendix 1.

DurhamNet Financial Position April - August 07

		Notes
Income	-£ 5,519,840	1
Expenditure	£ 1,987,840	
Sub Total	-£ 3,532,000	2
Commitments	£ 2,783,820	3
Total	-£ 748,180	4

Notes

1. This includes Receipts in advance brought forward from last year of approximately £2.2 million
2. Total agreed and verified to Derwentside general ledger
3. Commitments outstanding at date of report
4. Projected year end surplus against business plan target of £711k.

Renewals Reserve

Balance brought forward	£ 184,670
Renewals contribution 2007 - 2008	£ 115,000
Planned expenditure 2007 - 2008	£ 160,000
Available Balance	£ 139,670

DurhamNet Board Meeting**18 September 2007****DurhamNet Staffing review and
restructure proposals**

Report of Alan Hodgson, Chief Executive.

1. SUBJECT MATTER AND PURPOSE

- 1.1 The purpose of this report is to request authority from Board Members to restructure the Operational and Management teams to meet forthcoming strategic challenges such as Building Schools for the Future, next generation Wireless Landscape Networks and changes in Local Government structure.
- 1.2 The report includes proposals for building capacity at a senior management level and the modification of existing operational posts to develop the workforce to meet the operational demands of current and future workloads.
- 1.3 The proposed structure will result in the strengthening of the Operational Management Team, identification of clear accountabilities and responsibilities and deliver sufficient capacity to facilitate DurhamNet's current operational requirements. The new establishment will be geared to delivering services and projects, with special consideration for improved interfaces and service to the customer base and partner authorities. In addition the proposals will provide capacity to address current weaknesses in the communications, marketing and management reporting areas.

2. BACKGROUND

- 2.1 Over the past 8 years, DurhamNet has built a telecommunications network that reaches every part of the North East region – from Berwick in the North to Barnard Castle in the South and from the Western borders with Cumbria to the coastal communities of Northumberland, Sunderland and Durham. Using this network as a foundation, DurhamNet provides managed information systems and interconnectivity services to the public, private and community sectors together with major inter-authority service provision in the education arena.
- 2.2 The user base of the operation has grown dramatically as the connectivity rollout has developed. DurhamNet currently provides services to a substantial number of sites, including:
 - 750+ Schools in Northumberland, Durham, Gateshead and Sunderland,
 - 70+ Community venues,
 - 200+ Businesses – including 10 business centres,
 - 300+ Homes – AB@H Project,
 - 600+ Remote users, home workers and support staff,

- 10 Local authorities:
 - Durham County Council
 - Derwentside District Council
 - Easington District Council
 - Sedgefield Borough Council
 - Wear Valley District Council
 - Teesdale District Council
 - Chester-le-Street District Council
 - Gateshead Council
 - Northumberland County Council
 - Newcastle City Council
 - Sunderland City council
- Durham University
- Durham and Darlington Acute Hospitals NHS Trust: University Hospital of North Durham, data centre and satellite hospitals
- Regional Real-time Transport consortium

DurhamNet supports over 1500 sites across the North East with over 200,000 users.

2.3 The Tanfield data centre is nearing completion and will house a suite of high-powered, high-capacity computing and data storage platforms to underpin Durham County and Derwentside District Councils together with DurhamNet's business requirements and will provide a base of operations for medium to long term service development. The centre also provides a headquarters for DurhamNet and is the organisations administrative and operational base.

2.4 Medium Term Strategic ICT Service Developments

2.4.1 Infrastructure – resilience

2.4.2 Wireless Landscape Networks

2.4.3 BSF – Durham and Gateshead

2.4.4 Inter Authority working

- VCATS
- Procurement
- LGR

3. MATERIAL CONSIDERATIONS

3.1 ICT Restructuring April 2004

3.2 A report in April 2004 to Derwentside's Executive, set out proposals for capacity building at a senior management level, the creation of new posts to deal with operational requirements and stabilisation of workforce to deal with the workload at that time. The proposals were accepted and the new structure that was put in place has served to bring the organisation to its current position - a position with a sound financial base, growing client list and recognition as a major player in regional ICT service provision.

However, a number of issues have emerged as DurhamNet has grown since 2004.

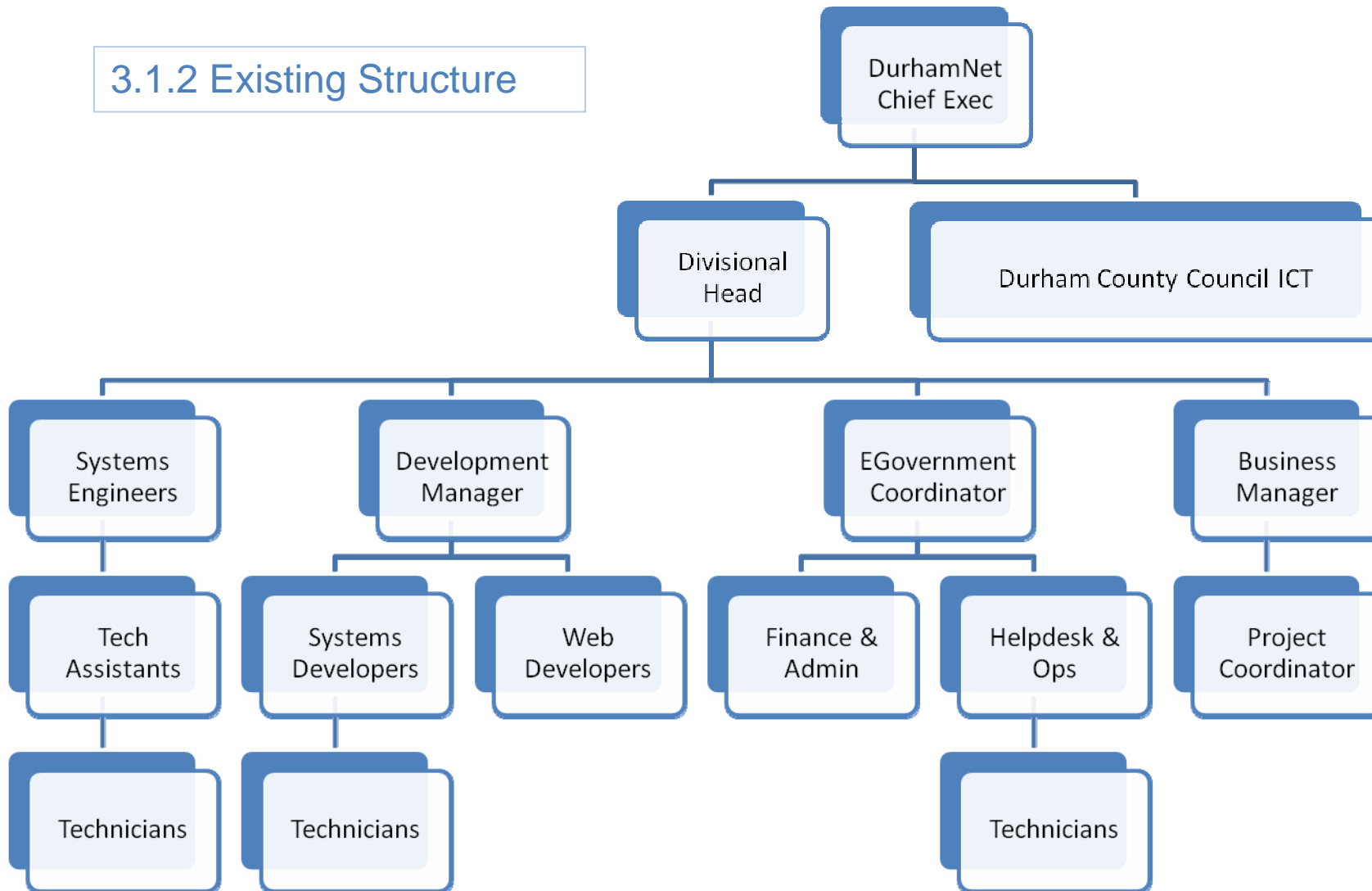
- 3.2.1 The current Divisional Head has to deal with both technical and customer relationships. The growth in the customer base now makes this difficult as the capacity that one individual has, is not sufficient to properly satisfy the demands of both areas.
- 3.2.2 As the service has grown, a number of staff have undertaken extra duties and responsibilities to provide management capacity, supervision and project-based roles. In recognition of these duties, 4 senior Systems Engineers, who had already reached their salary ceilings, have been paid honoraria. These payments were first made in 2004 and continue to date, some 3 years later.
- 3.2.3 A number of temporary staff have been appointed to fill roles across the disciplines within the directorate:
 - Management – Project Coordinator
 - Development – Systems Developer and Web Developer
 - Infrastructure - Technicians
 - Administration and Finance – Junior Administrator

Whilst being motivated, conscientious and successful in their roles, these members of staff have no certainty of future employment and may feel that they are not being fairly rewarded for their commitment. Understandably, they may choose to move on to another employer who could offer a clearer and more assured way ahead. In some cases, these Officers have been with DurhamNet for over 2 years and it would be disappointing to lose both our investment and their potential, particularly when their past and current performance forms an integral part of DurhamNet's operational capability.

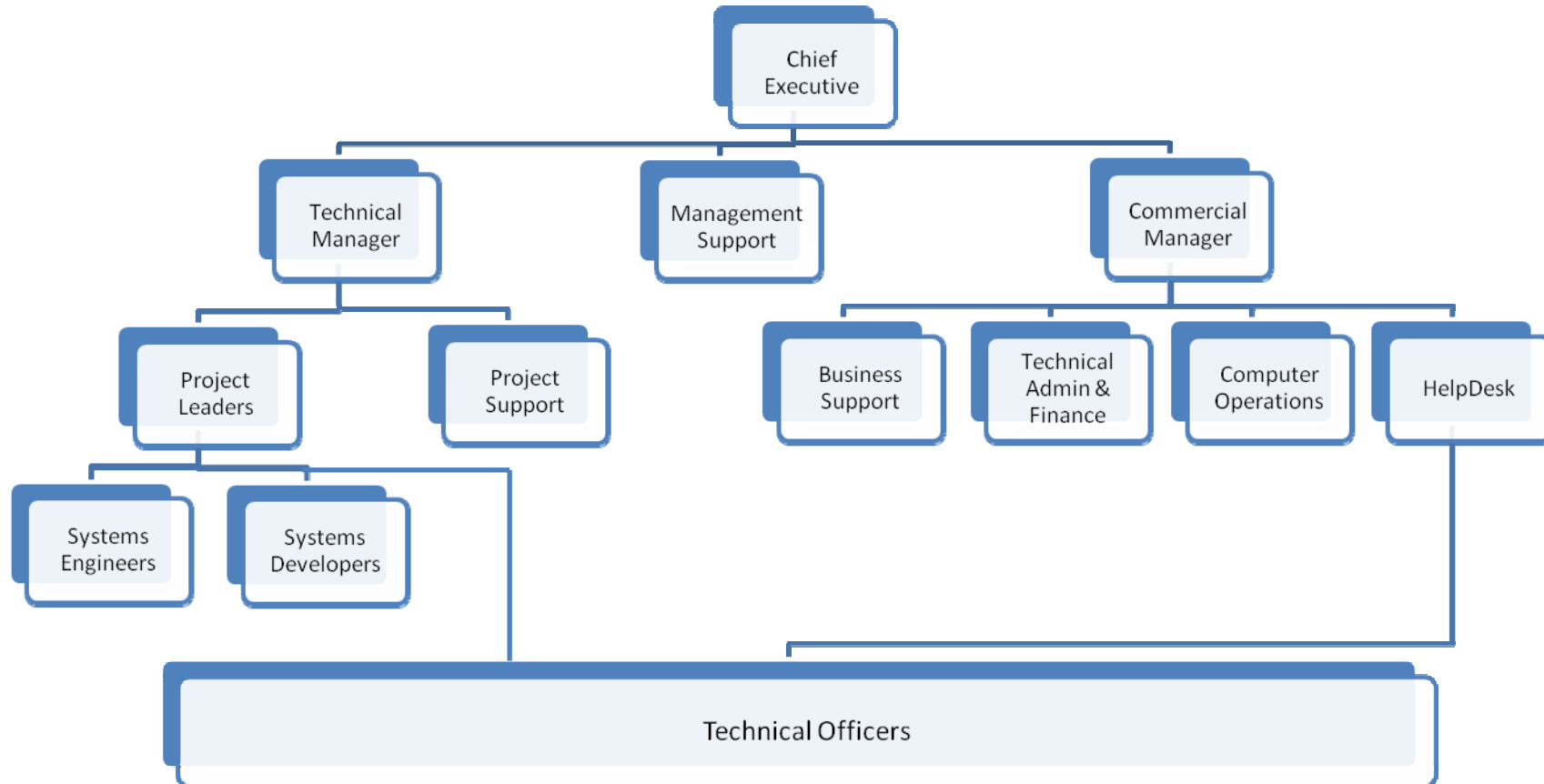
- 3.2.4 The role of the eGovernment Coordinator has changed as the solutions delivered under that programme have become mainstream activities. This post now provides strategic ICT development and technical support through the managed service contract provided to Derwentside Homes. Negotiations are underway to determine the future provision of this function in terms of location, time allocation and service charge to Derwentside Homes.
- 3.2.5 The existing structure has evolved from a 'local authority IT department' model and has developed into a major regional ICT service provider. Since 2004, DurhamNet's customer base has grown significantly. Whilst DurhamNet has had the technical capacity to engineer and adopt the necessary technologies to deal with this expansion, there is now a clear need to provide additional capacity in operational and customer service support. The lack of this capacity is impacting upon DurhamNet's ability to deliver initiatives, projects and technical solutions as our technical resource is diverted to address operational and customer support areas. The current establishment needs to be reviewed particularly in light of the impending projects outlined in section 2.4 above.

The current and proposed structures are outlined in the diagrams below:-

3.1.2 Existing Structure



3.2 Proposed Structure



4. Overview

4.1 To provide management and operational capacity to continue growth and develop an establishment that will meet changing demands, it is necessary to realign some roles within DurhamNet. The core service infrastructure is now in place and DurhamNet has a foundation on which business solutions are being constructed and community initiatives developed. These projects require a different skills set and mode of management to that previously employed during the major connectivity rollout. Senior members of staff – Systems Engineers and Systems Developers – are now expected to manage projects and take responsibility for delivering solutions on time and within budget. Their role as Project Leaders includes:

- Project Planning
- Resource Management and Allocation
 - Human Resources
 - Technical Assets
- Financial Management and Reporting
- Project Monitoring
- Technical Design/Specification
- Procurement Management
- Contractor Management
- Technical Implementation
- User Acceptance
- Training
- Ongoing Project and Technical Support

4.2 To ensure that senior officers are equipped to successfully manage high value projects, the directorate is using a standard methodology (PRINCE2) to provide common working methods within the directorate and interoperability with external bodies. To date, 9 members of staff have completed PRINCE2 courses at both Foundation and Practitioner levels and it is planned that all senior staff will complete these courses within this financial year.

4.3 The directorate management team has also recognised a need for staff training in customer relationship management. As traditional council based activities move into competitive environments, the standard approach to customer service is no longer enough. There is a need to ensure that all personnel adopt a Customer Relationship Management role, which has strong customer care principals, but also acknowledges that the needs of the customer vary between projects and can change over time. To achieve this, a number of related training events have taken place over the summer, aimed at three distinct areas:

- Delivering Customer Services in the Field
- Supporting Field Based Customer Service
- Leading for Efficient Customer Relationships

Once this training is completed, all staff should have a good understanding of the importance of the customer in a successful business.

These actions demonstrate the commitment of DurhamNet's management team to service improvement and their recognition of the needs of the organisation to move forward with an awareness of service delivery, customer care and successful project delivery.

4.4 Further to the staff developments outlined above, a realignment of existing roles is proposed to provide strong management and operational functions:

4.4.1 Technical Management and Leadership

To meet the demands of DurhamNet as a regional service provider and ICT innovator, the position of Divisional Head will become Technical Manager and lead the senior technical staff (Project Leaders). The Technical Manager will assist the Chief Executive, therefore becoming more strategic and project focussed. This group will be concerned with developing and delivering ICT solutions and projects before moving them into mainstream operational use. They will provide technical and management support to DurhamNet's operational staff.

4.4.2 Business Management and Leadership

To ensure that DurhamNet provides high quality customer service, it is proposed that a Business/Commercial Manager be appointed to control a number of operational areas:

- Strategic Business Planning
- Administration and Finance (Contracts and Purchasing)
- Customer Relationship Management
- First line Client Support and Helpdesk

This position was approved in the aforementioned 2004 restructure, but was not filled and provides a key function within the department as it ensures that customer interfaces are well managed and that their expectations are delivered to agreed levels.

The Business/Commercial Manager will assist the Chief Executive and be supported by a number of Business Support Officers, covering Helpdesk management, Computer Operations, Administration and Finance, as well as day to day business administration functions.

4.4.3 The support team of Technicians will fulfil 3 roles:

- First line technical Helpdesk
- Responsive maintenance
- Technical resource for project support

As detailed above, it is important to ensure that all members of this team have a customer-centric view as well as being technically skilled. The Helpdesk will become the first contact point for customers as well as the most frequently accessed. This interface needs to be carefully managed to ensure that timely, efficient and effective services are delivered. It is proposed that a Helpdesk

Manager be appointed at a senior officer level to supervise the function as well as be part of the support regime.

Under the supervision and direction of Project Leaders, Technicians will also form part of project teams and will provide the technical resource necessary for delivering solutions.

4.4.4 In summary, the proposed developments between the structures are:

The current Divisional Head role will be replaced by a Technical Manager role and will take a more strategic project-oriented role as part of the Chief Executives Senior Management Team, which includes service managers at Durham County Council. This will ensure that DurhamNet is fully integrated into plans and developments within the District/County partnership.

The current roles of Development Manager and EGovernment Coordinator will be realigned to become part of the new Senior Project Team.

Under day-to-day guidance from the Technical Manager, Project Leaders will take responsibility for project delivery, drawing from resources in the technical support and administration teams as necessary.

The Business/Commercial Manager will take responsibility for business development, including Financial Accounting, Administration and Helpdesk teams with a Helpdesk Manager providing direct support and supervision for the technical support function.

Technical staff will be pooled to resource first line helpdesk, responsive maintenance and project technical support. Due to the nature of major projects, technicians will be allocated to work under Project Leaders who will provide their line management for the duration of the project.

5. **Human Resource Implications**

The proposed changes have a number of implications for Human Resources.

As detailed throughout this report, the proposals are to re-align and strengthen current resources and build extra capacity to meet future business needs. Therefore, there will be no redundancies as a result of the proposed restructure.

The Chief Executive has been working closely with Derwentside's Human Resources (HR) team. These discussions have included the production of new job descriptions and person specifications, planning the staff and trades union consultations and implementation procedures that will be necessary, should the Board approve the proposals in this paper.

This proposed structure would not only ensure that DurhamNet is able to fulfil current and future business requirements but also better position ourselves in the event of any Local Government Reorganisation.

6. **Financial Implications**

This report deals with realignment of existing roles to create a stronger service provision organisation and as such, there will be financial impact considering the fundamental changes that are detailed herein.

In summary:

The gross cost of the current establishment is £1,249,965

The gross cost of the proposals in this report will be £1,293,006*

**(the proposed structure cost has been calculated at maximum point on All grades)*

As can be seen, there is an overall increase of £43,041, which will be met from receipts from trading activities.

Should the Board agree in principle to the new structure proposals, the financial implications outlined above will require scrutiny and verification from Derwentside's Head of Financial Services.

For a full financial analysis, please see Appendix A.

7. **Recommendations**

It is recommended that the Board endorses the changes set out and subject to the approval of DDC's Head of Financial Services authorises the allocation of financial resources to achieve the improvements.

Should the Board approve the proposed recommendations 'in principle', the Chief Executive will consult with Derwentside's Human Resources function to ensure that all appropriate policies are applied during implementation and full consultation is undertaken.

DurhamNet Board Meeting

18 September 2007

DurhamNet Performance Measurement



Report of Alan Hodgson, Chief Executive.

1 Purpose of Report

To investigate relevant key performance indicators (KPI's) that would enable measurement of DurhamNets performance as an ICT services Organisation.

2 Background

At previous board meetings the issue of performance monitoring has been raised by Derwentside board members.

The Chief Executive has explored a number of possible measurement indicators and consulted with the nationally recognised body (SOCITM) that represents local government ICT services.

The document attached at Appendix 1. Is produced and maintained by SOCITM and is widely used as performance measurement tool by local government in the United Kingdom.

Some of the key indicators within this measurement tool relate specifically to Building schools for the Future (BSF) KPI's and as such maybe particularly relevant.

The document is fairly lengthy and will need to be examined to determine how useful its measurement metrics could be in providing relevant performance measurement for DurhamNet.

3 Summary

Officers and members will need time to evaluate the SOCITM performance measurement model. To progress this evaluation it may be useful to convene a working group comprising officer and member representatives.

The Chief Executive asks that board members indicate their wishes on this route to progressing the issue of performance measurement.

Alan Hodgson
Chief Executive

Appendix 1.

Benchmark

KPI 1 User Satisfaction

This is the perception of the service user as measured in the form of an anonymous survey

KPI is based on the answer to the question – Please give your overall opinion of the quality of service offered by your ICT Unit. Score on a scale of 1 – 7 where 1 is poor and 7 is excellent

Current Socitm surveys show scores of 5 or higher overall as being in the Upper Quartile of performing organisations

Full Survey of all users

This survey should be carried out annually.

This survey provides a overall indicator as to how the service is perceived.

Short Survey of users with recent problems

This survey should be carried out monthly or on a continuing basis as part of the call closure system.

Normal methods for carrying out such process, is for survey to be raised randomly say every 7 to 10 calls. The questions should relate purely to the call covering the service desk, second-line support etc

KPI 2 Resolution of Reported Incidents

To measure the efficiency of the ICT unit in restoring the service within an agreed timescale after an operational incident has been reported by a user Every organisation will have locally agreed standards. The indicator always works in the same way. In essence from receipt of call either electronically or taken by an engineer at the service desk, assigned engineers will have a set period of time to first of all RESPOND - i.e. get back to the customer to inform them they have taken ownership of the call, and secondly a set period of time to resolve the call based on its priority or SLA

It is recognised that best practise is to provide a response time, as this in essence informs the customer that an engineer has taken ownership, however many organisations purely use resolution times as indicators of performance

An example of such indicators are shown below

Priority	Description	Response Time	Resolution Time
1	Major disruption often recognised as something that affects high number of users or a large site of users. I.e. Server failure or network down affecting 100+ users	30 Minutes	4 Hours or ½ day
2	Disruption of service to a small site of users or to important users such as Directors/Councillors	1 Hour	1 Day
3	Standard Call - affecting a single user that may have access to services using alternative devices etc	1 Day	3 Days

Percentage of calls completed within given timescale

Analysis of each reported incident with the agreed timescale against the actual time taken .

Socitm benchmarks for Upper Quartile and Median are 95% and 91% respectively.

Time Taken to close calls

Enter the percentage of of calls when a service is restored within the following working hours

- 0-4 hours
- 4-8 hours
- 8-16 hours

- Over 16 hours

Average number of incidents per week

Enter the average number of incidents reported per week

First layer of service call completion

Enter the percentage of incidents resolved at the first point of contact

Socitm standards for public sector are believed to be relatively low with excellent being allocated to organisations scoring 60% or higher. PCWorld for example quote 95%

Performance Improvement

Indicate whether you have improved your overall performance on this KPI in the last 12 Months

KPI 3 Percentage of successful projects

To measure the success of ICT projects as determined by those who are the main beneficiaries of the project

This is a simple KPI, basically a question if formal project management is in place within the organisation.

KPI 4 Acquisition costs of workstation

To measure the total cost of a workstation

Equipment Costs

- Total Cost of PC's
- Total Cost of Laptops
- Divide Total cost of PC's by number of PC's procured
- Divide Total cost of Laptops by number of Laptops Procured
- Record the cost of MS Office per device

Total Cost of Procurement and installation

- Total costs of Employees carrying out procurement and installation
- Travel Expenses
- Any Additional Costs
- Add the above costs together and then divide by number of devices procured

Total Cost of Device

- Add the equipment cost to the procurement and installation costs

Replacement Policy

State if the organisation has a replacement policy

Replacement Period

State the period on average that a pc is replaced under the refreshment programme

Performance Improvement

Indicate whether you have improved your overall performance on this KPI in the last 12 Months

Recent SOCITM figures show Workstation costs Mediato be in the region of £747 and laptops £1027

KPI 5 Cost per Connection to the voice network

To measure the total life cycle costs of a connection to the corporate voice network

Total Capital Costs Per Year

- Take all initial capital costs for a any new voice network
- Add the Procurement and Installation costs
- Number of years to annualise
- Total Capital Costs is calculated by taking initial capital costs + Procurement and installation divided by Number of Years Annualised

Capital Costs Per Connection

- Calculate the Active Number of Ports attached to the voice network on the given date
- Total Cost Per Connection is calculated by taking Total Capital Costs Per Year and Dividing by the active number of ports

Support Cost Per Connection

- Take the Employee Cost for Support of the Voice Network
- Calculate Travel Expenses associated with the Voice Network
- Calculate Supplies and Services
- Calculate Support Services Overheads
- Add all the above together to get Total Support Costs
- Support Cost per Connection is calculated by dividing Total Support Costs by the Number of Active Ports

Call Costs Per Connection

- Calculate the costs of calls for the voice network
- Divide the costs of calls for the voice network by the Number of Active Ports

Total Cost of Voice Connection

- Total Cost of Voice Connection is calculated by Adding together Capital Cost Per connection, Support Cost per Connection and Call Costs Per Connection

KPI 6 Cost per Connection to the data network

To measure the total life cycle costs of a connection to the corporate data network

Total Capital Costs Per Year

- Take all initial capital costs for a any new data network
- Add the Procurement and Installation costs
- Number of years to annualise
- Total Capital Costs is calculated by taking initial capital costs + Procurement and installation divided by Number of Years Annualised

Capital Costs Per Connection

- Capita Costs Per Connection is calculated by taking Total Capital Costs and Dividing by the number of Active Ports

Calculate Support Services

Calculate the following costs –

- Take Costs for Security Control
- Take Costs for Technology Provision
- Equipment Maintenance
- System Support Software
- Network Management
- Network Support
- Virus Protection
- Asset Management
- Service Desk (Service Desk Costs = Total Service Desk Costs / % of calls relating to voice)
- Problem Management

Total Cost of In House Support

- Calculate Employee Costs
- Calculate Data Travel Expenses
- Calculate Supplies and Services
- Total Cost of In House Support is calculated Adding together Support Costs, Employee Costs, Travel Expenses and Supplies and Services

Total Cost of Support

- Calculate Total Contractor Costs
- Total Cost of Support = Total Cost of In House Support + Total Contractor Costs

Support Cost Per Connection

- Calculate Support Cost per Connection by number of Active Ports

Total Cost Per Data Connection

- Total Cost Per Data Connection = Support Cost Per Connection + Capital Costs Per Connection

KPI 7 Support Costs per workstation

To measure the cost efficiency of providing support for users of workstations

- The number of Support Specialists is the total number of Full time equivalent staff employed by the ICT unit who carry out the following support activities. This will also include any bought in contractors
- This includes the cost of Supporting Office products but not Office itself
- This includes the cost of Supporting Printers but not adding printers as devices themselves
- Costs also include an annual support costs in support of Workstations such as remote control, ESD an Virus Software

Support is calculated from the following areas;

- Applications Maintenance (General Office Applications)
- Application Support (General Office Applications)
- Application Administration
- Virus Protection
- Security Control
- Technology Provision
- Equipment Maintenance
- System Support Software (Remote Control – ESD etc)
- Asset Management
- Service Desk
- Problem Management

Cost of Support Specialists

- Take the costs of the Support Specialists
- Calculate Travel Expenses
- Calculate Overheads
- Add Supplies and Services
- Add Costs of any services from third party suppliers
- Add all the above together to calculate Total Cost of Support Specialists

Number of Workstations Supported

- Calculate total number of workstations supported by adding the number of laptops/tablets, to the number of Desktop PC's, including the number of Thin Client Devices- Do not include PDA type devices

Costs Per Support Specialist

- Take the Number of Workstations Supported and divide by the Total Cost of Support Specialists

Cost of Supporting Software Per Workstation

- Calculate the total cost of supporting software for the workstation environment
- Divide Total Cost of the Supporting Software by the Number of Workstations Supported

Total Cost of Support Per Workstation

- Add together the cost of Supporting Software to the Cost Per Support Specialist to calculate the total cost of Support per workstation

Workstations Supported per Support Specialist

To measure the efficiency of the technical infrastructure and the productivity of support specialists.

- The number of Support Specialists is the total number of Full time equivalent staff employed by the ICT unit who carry out the following support activities. This will also include any bought in contractors
- This includes the cost of Supporting Office products but not Office itself
- This includes the cost of Supporting Printers but not adding printers as devices themselves
- Costs also include an annual support costs in support of Workstations such as remote control, ESD an Virus Software

Support is calculated from the following areas;

- Applications Maintenance (General Office Applications)
- Application Support (General Office Applications)
- Application Administration
- Virus Protection
- Security Control
- Technology Provision
- Equipment Maintenance
- System Support Software (Remote Control – ESD etc)
- Asset Management
- Service Desk
- Problem Management

Number of Support Specialists

- Number of Inhouse Specialists (calculated from information above)
- Number of External Specialists (calculated
- Total number of Support Specialists = Inhouse Specialists + External Specialists

Number of Workstations Supported

- Calculate total number of workstations supported by adding the number of laptops/tablets, to the number of Desktop PC's, including the number of Thin Client Devices- Do not include PDA type devices

Workstations Supported Per Support Specialist

- Divide the number of workstations supported by the number of Support Specialists

KPI 15 Service Availability

To measure the availability of the ICT to Service during core working hours
In calculating these do not double score; if total network is unavailable then part and applications do not get added into process.

Many organisations further develop availability by adding a number of failures within a given period, for example a system may fail 3 times within a given period, however the length of failure may not be too long meaning that time availability is still maintained, however from the perspective of the customer there is a continuing failing system.

Level 1 Total Availability

The whole service is unavailable affecting all users on the corporate network
Unavailable means that users cannot use the network however they may be able to use local applications until the network service is restored

- Calculate the total time in hours that the whole network was available to all users
- Calculate the number of instances when the whole network was unavailable
- Calculate the number of Core Hours per week that the corporate network is supported by ICT specialists (Excluding voice mail)

Total Availability success is 100% availability

Level 2 Part Network

The network is unavailable for a significant number of users; ie a department or a large building.

- Calculate the total time in hours that the network was unavailable to a significant number of users
- Calculate the number of instances when the network was significantly effected

This can be locally defined, although 99% + is expected on monthly basis

Level 3 Application

A Major Application is unavailable to all users. Where multiple applications exist choose the most significant one; The following applications should be accounted on.

- Email (Internal)
- Internet Access
- Finance System
- Revenues and Benefits
- Housing Systems
- Personnel / Payroll System
- Social Services System
- Document Image Processing System (Corporate)
- Customer Relationship Management System
- Council Website
- MS Office

Additional Applications to Account on in Durham

- Education Management System
- GIS
- Office Server Systems (Sharepoint)
- Durham Learning Network
- NHS Services

Major Application availability is calculated by;

- Calculate the total time in hours that the application was unavailable to all users
- Calculate the number of instances when the application was unavailable

Again the expectation is that the Availability matrix should be 99%+.

Many organisations further develop the availability for internal purposes to provide information to all the servers within the solution so that fault and server reliability can be examined

Availability Calculations

- Calculate Expected Availability from the amount of core time in hours
- Calculate Availability Time by Subtracting number of hours unavailable from Expected Availability
- Calculate Percentage Available by Dividing Availability time by Expected Availability and then multiple by 100 to give a percentage.

BSF Requirements

Within BSF availability is virtually an necessity. As such any failure can affect the service and under normal circumstances penalties would be associated to the MSP, if devices/ Network / MLE are not resolved within the resolution periods below

Device, Network or MLE	Resolution Period	Core Hour Failure Cost
Pupil Workstation	30 minutes	£1
Printer	45 minutes	£2
Scanner	45 Minutes	£2
Digital Camera	30 Minutes	£2
Specialist Workstation	30 Minutes	£2
Administrative Workstation	30 Minutes	£2
Teacher Workstation	30 Minutes	£3
Staff PDA	30 Minutes	£3
Interactive Whiteboard	60 Minutes	£3
Projector	60 Minutes	£3
Network (Affecting more than 100 users)	15 Minutes	£12.50
Network (Affecting no more than 100 users)	15 Minutes	£6.25
MLE	15 Minutes	£55.00

Performance Reporting

Detail of the calls to the Helpdesk showing the logged failure time and the logged rectification time and any breaches of the availability requirements

Details of the causes of any failures and action taken to rectify such breaches of the availability requirements (including any action to mitigate future breaches of the Availability requirements

Calculations using the mechanism above of any unavailability deductions

Details of all consumables relating to devices used within the Contract Month

Information on the performance against against the KPI's shown below;

Key Performance Indicator	Measurement Period	Measurement	Deduction	Maximum Monthly Deduction	Moni
1. Disruption of the day to day operations at a School or operations of School staff	Monthly	<p>When carrying out any maintenance relating to the ICT contract, the LEP shall minimise disruption (including by way of noise, inconvenience to staff or pupils, restricting access to rooms or creating dust or other risks to health) to the day to day operations at a School or the operations of School staff.</p> <p>Number of Minor Disruptions and Major Disruptions having a material or adverse effect on the day to day operations at a School or the operations of School staff.</p> <p>Major Disruption means 3 Minor Disruptions in a Contract Month or at any one or more Schools a disruption lasting for 30 minutes or longer</p> <p>Minor Disruption means at any one or more Schools a disruption lasting for less than 30 minutes.</p>	£[300] per Major Disruption	£[300]	The Major and follow notify disrupt
2. Fast access to all Service Users for all Software, Content and Educational Products	Monthly	<p>Boot up times for the following applications must be less than :-</p> <p>Device Boot up: [60] seconds Access to MLE(portal): [15] seconds Any installed application: [15] seconds E Mail: [15] seconds</p> <p><i>[Note: boot up times for this KPI should be faster than the times stated at paragraph 6, i.e. slow service is a performance failure before it is an availability failure]</i></p>	£[180] per random check failed.	£[900]	The the check check which mont report Work Contr check
3a. Technology Helpdesk - call response time	Monthly	Percentage of all calls to the Help Desk Facility within Core Hours answered by a person (and not an automated call response system) within twenty (20) seconds.	£[30] for 1% below a KPI score of 95%	£[600]	The times within of ea of the Contr
3b. Technology Helpdesk - web enquires	Monthly	Percentage of all Web Enquiries responded to within five (5) minutes of the Web Enquiry being received.	£[30] for 1% below a KPI score of 100%	£[600]	The respo and follow notify Score
3c. Technology Helpdesk - call closures	Monthly	Percentage of all call closures not relating to an incident which causes Unavailability achieved within the times set out in Part 5 (Call Closure Times) .	£[30] for 1% below a KPI score of 95%	£[600]	The times within of ea of the Contr

Key Performance Indicator	Measurement Period	Measurement	Deduction	Maximum Monthly Deduction	Moni
4. User Software revisions, service packs and upgrades	Annual	<p>Percentage of revisions, service packs and upgrades implemented where necessary in accordance with the following:-</p> <ol style="list-style-type: none"> 1. Where required to enable the authority to comply with its statutory duties – immediately upon release. 2. Where necessary to fix or otherwise remedy the network management system or any Microsoft operating system, as soon as practicable after release and in any event within 1 month of release. 3. In all other circumstances within 3 months of release. 	£[90] per 1% below a KPI score of 100%.	£[900]	The revisions implemented within of the n <ul style="list-style-type: none"> ▪ ▪
5. Measures to ensure suitable access to content	Monthly	Speed of removal of Prohibited Material	£[150] per hour in which Prohibited Material is not removed after any discovery by LEP or Authority Related Party	£[600]	The incidents accessed the t Mate one that the failure
6. Adequate protection against malicious intent	Monthly	<p>The services will at least:</p> <ol style="list-style-type: none"> 1. Maintain the integrity/security of the network, ensuring that the security of data of individuals or groups is secure 2. Provide protection against viruses and other offensive mechanisms : <p>Known virus / offensive mechanism – all threat nullified before affecting Devices, Network or MLE</p> <p>Unknown virus / offensive mechanism – new virus protection to be installed no more than 3 hrs following the release of the manufacturer's latest definitions dealing with the virus/ offensive mechanism in question</p>	£[900] for any failure to meet KPI.	£[900]	The breach Contr Contr Autho such
7. Management assessment	Annual	<p>Overall performance report produced annually by the Authority, including:</p> <ul style="list-style-type: none"> ▪ Service Delivery ▪ Help Desk Facility performance ▪ Infrastructure Management 	£[30] per 1% below a KPI Score of 75%	£[600]	1. The asses by th of th feedb rangi

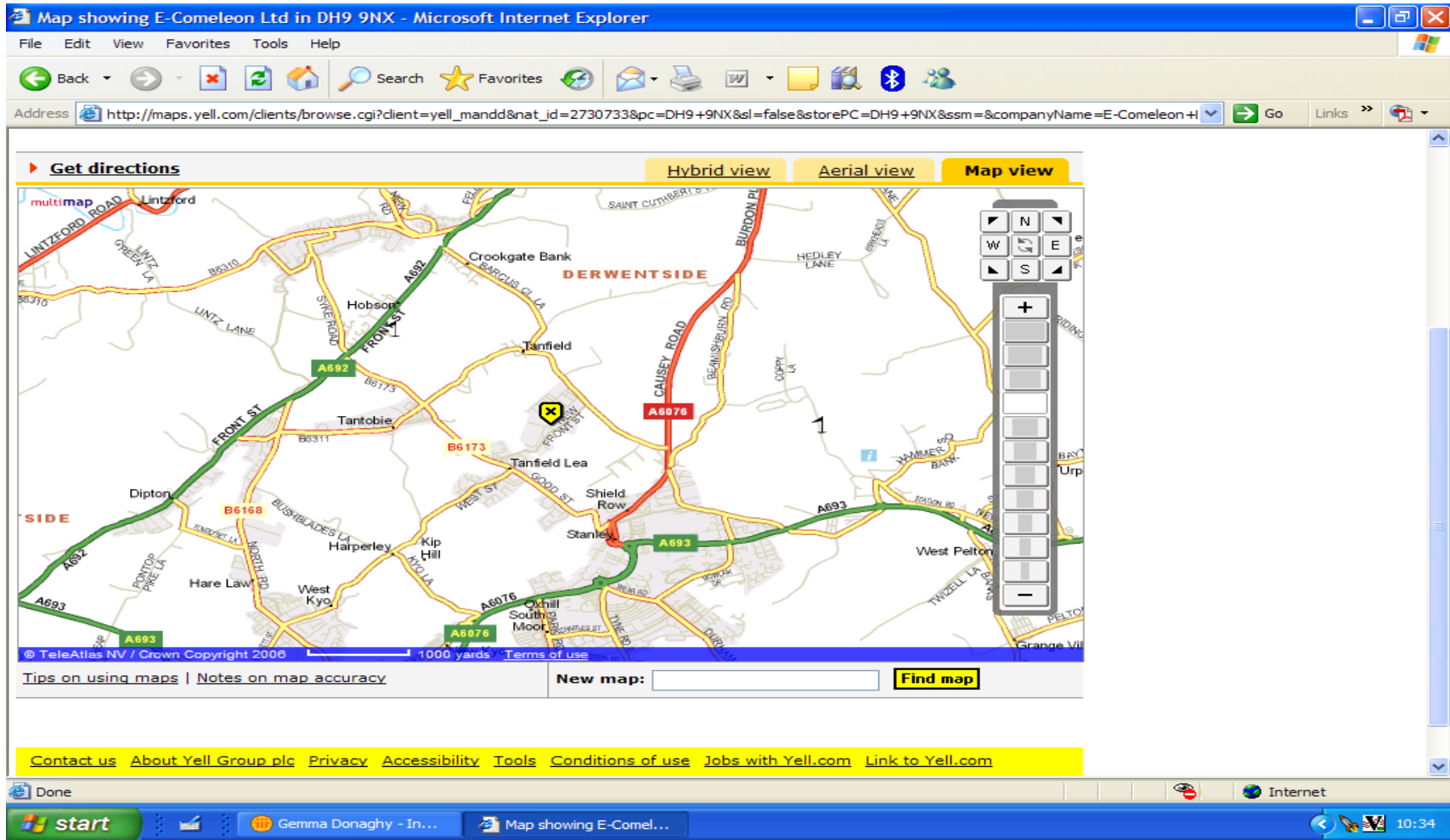
Key Performance Indicator	Measurement Period	Measurement	Deduction	Maximum Monthly Deduction	Moni
		activities			quest 2. Th as th divid 3. Th result surve perce the e
8. Restoration of data on Portable Devices and Workstations	Monthly	Data will be required to be restored within 48 hours	£[600] for any failure to meet KPI	£[600]	The incide withi of tha the incide dama count
9. Availability of dynamic electronic attendance profiles	Annual	Percentage of pupils with dynamic electronic attendance profile capable of being accessed through the MLE by relevant teachers and pupils' parents or guardians.	£[30] per 1% below a KPI score of 100%.	£[300]	The Acad with acce teach inform one each
10. Electronic access to pupil attainment data	Annual	Percentage of pupil attainment data capable of being stored and capable of being accessed electronically.	£[60] per 1% below a KPI score of 100%.	£[600]	The (calcu pupil being durin Autho Contr Acad
11. Pupil Attitudes to learning through ICT	Annual	Percentage increase in e-confidence questionnaire from beginning of Academic Year to end.	£[15] per 1% below a KPI score of 20%. For baseline results of 70%-79.9%, or 80% and over, target is reduced to 10% and 0% respectively.	£[300]	New in S conta than subm appro befor The s end Pupil betwe July Autho Contr Acad
12. Staff use of e-registration	Annual	Percentage of teachers using e-registration to undertake registration duties.	£[600] if KPI score of 90% is not achieved	£[600]	The Acad who perfo the A Contr Acad

Key Performance Indicator	Measurement Period	Measurement	Deduction	Maximum Monthly Deduction	Monitoring
13. Number of teachers [and ancillary staff members] receiving face to face training	Annual	Percentage of teachers [and ancillary staff members] receiving the opportunity (and one alternative session opportunity if unable) to attend at least 1 training session per Contract Year.	£[900] if any teachers [or ancillary staff members] have not received the required opportunity	£[900]	The teachers receiving sessions where Annual and follow notify teachers have
14. Number of teachers receiving in-class support	Annual	Percentage of teachers receiving or offered at least 1 face to face support session in delivering a lesson, per year, such session lasting up to one and a half hours and to cover issues including observation of lessons, exemplary teaching, teaching support and feedback sessions.	£[60] per 1% below a KPI Score of 90%	£[600]	The teachers (1) face within each to the being sessi
15. Number of log-ons by pupils	Monthly from start of second Academic Year	Total number of pupils attending school for classroom based delivery of lessons using at least one log-on per School Day.	£[300] if KPI Score is less than 5% more than for the equivalent month in the previous year For baseline results of 80%-89.9%, or 90% and over, target is reduced to 2.5% and 0% respectively.	£[300]	The KPI on a not a of p Scho Contr Acad perce once KPI r less t
16. Results of user satisfaction surveys	Annual	Results of user satisfaction surveys sent out to a random sample of [•] users	£[30] per 1% below a Customer Satisfaction Score of 75%	£[600]	The format at lea range moni and (100) each The L the e Autho Score score
17.	Annual	Maintenance and LEP use of ICT is	£[300] for	£[900]	The L

Key Performance Indicator	Measurement Period	Measurement	Deduction	Maximum Monthly Deduction	Moni
Compliance with Health and Safety		compliant with Health and Safety Guidelines	each breach of Health and Safety Failure		with Mont Year the re Year.
18. Compliance with Disabilities Discrimination Act	Annual	Maintenance and LEP use of ICT is compliant with the Disabilities Discrimination Act	£[300] for each breach of the Disabilities Discrimination Act	£[900]	The I with t one each the A relev
19. Disposal of redundant equipment	Annual	All redundant ICT equipment will be disposed in compliance with the Authorities policy on the disposal of ICT equipment	£[30] for 1% below a KPI score of 100%	£[300]	The I dispo Mont notify perce envir
20. Asset Management	Annual	Maintenance of a full electronic ICT asset register that details: Make Model Serial Number Date of purchase Cost of purchase Date and type of disposal or removal from asset Location within school Warranty or licensing information The ICT asset register will list all hardware and software assets	£[900] for failure to produce annual asset list or a material discrepancy is found through external or internal audit	£[900]	The I asset of the the electr The I upda the r or sc beyon dispo

Part 5 - Call Closure Times

Classification	Impact	Fix time	Home
Critical	> 100 users. Mission critical application	2 hours	4 hou
High	10 – 99 users Single user unproductive Multiple applications	4 hours	6 hou
Medium	1-99 users Single application	8 hours	8 hou
Low	Inconvenience to users, no unproductive time	5 days	5 day
Scheduled	<ul style="list-style-type: none"> ▪ Reset Password ▪ Set up new user ▪ User amendment ▪ User deletion <p>List not exhaustive</p>	<ul style="list-style-type: none"> ▪ 30 minutes ▪ On due day (5 days notice required) ▪ 30 minutes ▪ Immediate 	



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