



Corporate Overview and Scrutiny Management Board

Date **Monday 27 January 2020**
Time **9.30 am**
Venue **Committee Room 2, County Hall, Durham**

Business

Part A

**Items during which the Press and Public are welcome to attend.
Members of the Public can ask questions with the Chair's agreement.**

1. Apologies for Absence
2. Substitute Members
3. Minutes of the meeting held on 16 December 2019 (Pages 3 - 14)
4. Declarations of Interest, if any
5. Council's use of Powers under the Regulation of Investigative Powers Act 2000 - Quarter Three 2019/20: (Pages 15 - 18)
Report of the Head of Legal and Democratic Services.
6. Digital Strategy and Current ICT and Digital Developments:
(Pages 19 - 38)
 - (i) Report of the Corporate Director of Resources.
 - (ii) Presentation by the Head of Digital and Customer Service, Resources.
7. Update in relation to Petitions: (Pages 39 - 44)
Report of the Head of Legal and Democratic Services.
8. Notice of Key Decisions: (Pages 45 - 52)
Report of the Head of Legal and Democratic Services.

9. Information Update from the Chairs of the Overview and Scrutiny Committees: (Pages 53 - 60)
Report of the Corporate Director of Resources.
10. Such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration

Helen Lynch
Head of Legal and Democratic Services

County Hall
Durham
17 January 2020

To: **The Members of the Corporate Overview and Scrutiny
Management Board**

Councillor R Crute (Chair)
Councillor A Batey (Vice-Chair)

Councillors E Adam, R Bell, D Boyes, J Chaplow, M Clarke, A Hopgood, P Jopling, B Kellett, H Liddle, L Maddison, J Makepeace, R Manchester, C Martin, O Milburn, C Potts, J Robinson, J Rowlandson, A Savory, A Shield, H Smith, F Tinsley, J Turnbull, M Wilkes and A Willis

Contact: Martin Tindle

Tel: 03000 269 713

DURHAM COUNTY COUNCIL

At a Meeting of **Corporate Overview and Scrutiny Management Board** held in **Council Chamber, County Hall, Durham** on **Monday 16 December 2019** at **9.30 am**

Present:

Councillor R Crute (Chair)

Members of the Committee:

Councillors A Batey (Vice-Chair), E Adam, R Bell, D Boyes, D Freeman (substitute for A Hopgood), B Kellett, H Liddle, L Maddison, C Martin, O Milburn, C Potts, J Robinson, J Rowlandson, A Shield, H Smith, F Tinsley, J Turnbull, M Wilkes, I Jewell (substitute for R Manchester) and J Clark (substitute for M Clarke)

1 Apologies for Absence

Apologies for absence were received from Councillors J Chaplow, M Clarke, A Hopgood, P Jopling, J Makepeace, R Manchester, A Savory and A Willis.

2 Substitute Members

Councillor I Jewell substituted for Councillor R Manchester, Councillor J Clarke substituted for Councillor M Clarke and Councillor D Freeman substituted for Councillor A Hopgood.

3 Minutes

The minutes of the meeting held 22 October 2019 were agreed as a correct record and signed by the Chair.

The Head of Strategy, Jenny Haworth noted matters arising included:

- Minute seven, paragraph four - Councillor R Bell had asked as regards Medium Term Financial Plan 10 (MTFP) and opportunities for Overview and Scrutiny to input into the process. The Head of Strategy explained that this was planned for the Board scheduled for 27 January 2020 and 14 February 2020 but that the Council was awaiting settlement details from Government, with the General Election also being a possible element in that delay.

- Minute nine, paragraphs three, four, five and six - in respect of a number of issues raised by councillors, further information would be provided by the Customer Relations Team Manager, Victoria Murray at Item 7 on the agenda.
- Minute ten, paragraph three – in respect of a question raised by Councillor R Bell as regards the LEADER Programme, it was noted this was an issue that was looked at by the Economy and Enterprise Overview and Scrutiny Committee and would be considered at the meeting of the Committee scheduled for 10 January 2020, with any interested members more than welcome to attend.
- Minute ten, paragraph seven – in respect of a question from Councillor M Wilkes as regards detritus deposits on the highway, the Head of Strategy noted the usual performance report was on the agenda and that the comments had been fed back to the Head of Environment. Councillor M Wilkes noted that the Head of Environment had responded directly to him, explaining that road sweepers had broken down and five new sweepers had been procured, together with two larger machines and therefore it was hoped the situation would now improve.
- Minute eleven, paragraph five – in respect of managers receiving attendance management training, it was noted the Quarter Two performance showed a four percent improvement and a reminder as regards completing the training would be added into the Personal Development Review (PDR) process.

Councillor F Tinsley entered the meeting at 9.35am

4 Declarations of Interest

There were no Declarations of Interest.

5 Council's use of Powers under the Regulation of Investigative Powers Act 2000 - Quarter Two 2019/20

The Board considered a report of the Head of Legal and Democratic Services which informed members about the Council's use of powers under the Regulation of Investigatory Powers Act ('RIPA') during the period 1 July 2019 until 30 September 2019 (Quarter Two) to ensure that it is being used consistently with the Council's policy and that the policy remains fit for purpose (for copy see file of minutes).

The Governance Solicitor advised that there had been one RIPA Directed Surveillance and no Covert Human Intelligence Surveillance authorisations during Quarter One. The Governance Solicitor reported that the directed surveillance had been in respect of underage sales of alcohol, with seven premises making underage sales and five of those failing test purchases upon retesting. It was explained that those five premises would be subject to licence review before the Council's Statutory Licensing Sub-Committee in due course.

Resolved:

That the quarterly report on the Council's use of RIPA for the period 1 July 2019 until 30 September 2019 be received and note that it is being used consistently with the Council's policy and that it remains fit for purpose.

Councillor L Maddison entered the meeting at 9.40am

6 Update on the Delivery of the Medium Term Financial Plan 9 - Quarter Two 2019/20

The Board considered a report of the Corporate Director of Resources which provided an update on the progress made on the delivery of the 2019/20 Medium Term Financial Plan (MTFP9) (for copy see file of Minutes).

The Head of Transformation, Andy Palmer noted the progress to date and reiterated the slight delay in progress with MTFP10 due to awaiting settlement details from Government.

Councillor D Freeman entered the meeting at 9.42am

Councillor R Bell asked about the transformation programme and how it fits with the decision at full Council on changes to the Corporate Management Team. The Head of Transformation noted that the transformation programme had now delivered much of the initial projects with new ways of working operating at many of the strategic sites and work underway on the new headquarters. He added that there would now be a focus on continual improvement and savings in areas such as unitising policy and performance elements, the business support programme and commercialisation projects.

Councillor M Wilkes noted paragraph 7 of the report referred to overall savings of £251 million to be made and noted this was £17 million more than members were initially informed. He noted that opposition groups had highlighted the pre-emptive use of reserves to tackle the climate crisis. Such actions have the potential to save money rather than the potential to cost more in the future.

Resolved:

- (i) That the content of the report and amount of savings delivered during Quarter Two of the MTFP9 be noted.
- (ii) That MTFP10 proposals be considered once all information was available.

7 Quarter Two 2019/20 Customer Feedback

The Board considered a report of the Corporate Director of Resources, which presented for information the Members Customer Feedback: Complaints, Compliments and Suggestions report for Quarter Two, 2019/20 (for copy see file of Minutes).

Councillor B Kellett left the meeting at 9.48am
Councillor J Rowlandson entered the meeting at 9.48am

Councillor C Martin asked about a complaint upheld by the Local Government and Social Care Ombudsman, concerning a delay in responding resulting in a £300 payment. The Customer Relations Team Manager noted she would need to request the specific information, however she noted there was a Council redress policy and that the payment would have been made within the context of that framework.

Councillor B Kellett entered the meeting at 9.52am

Councillor E Adam referred to the infographic at the top of page 35 of the agenda pack and the range of percentages. He asked what the targets were for satisfaction and related metrics., He also asked in reference to infographics which set out the top three areas of complaint, given the high percentage of complaints upheld, what work was being undertaken to reduce that number. The Customer Relations Team Manager noted that the measures shown in the infographic were for requests placed via the Customer Relationship Management (CRM) system and though certain targets had not yet been defined, wider corporate targets existed for telephony, answering calls, and “right first time”. In reference to automated call distribution (ACD) and non-ACD lines work was underway to develop measures with services. She added that work was ongoing for Institute of Customer Management accreditation to ensure world class performance. The Customer Relations Team Manager noted that it was recognised that the percentage of upheld complaints was a key measure and Customer Feedback and Innovation Team were working with a number of services and progress was being made, albeit it was early in the process.

She noted that a key driver was missed bin collections, in some narrow back alleys it was not easy for owners to place their bin correctly and this also led to issues with identifying those that had included contaminated waste in their collections. Both those factors had an impact on the figures. The Customer Relations Team Manager added that her team worked with services to identify trends in order to help with service improvement.

Councillor L Maddison noted an example where someone had been turned away from a Household Waste Recycling Centre and she worried that this had the potential to lead to fly tipping. The Customer Relations Team Manager noted she did not have specific details on such cases, however, she knew of a small number of incidents anecdotally where not all the types of waste to be disposed of were set out within a waste permit and therefore the customer would be unable to use the facility that day. She noted that it was now possible to issue permits to customers electronically so they could update the permit to their smartphone while at the site which can help overcome those types of issue.

Councillor M Wilkes noted that looking at the previous month's report the infographics had changed, and he asked for some consistency so that Members were able to compare performance. The Chair thanked Councillor M Wilkes and added that the officer would note the comment.

Councillor J Robinson explained that he had experienced frustration with the automated voice recognition when trying to contact officers. The Customer Relations Team Manager explained that there had been positive feedback received from customers on the new system, though the Council would work with the provider to address issues and provide fail safes. She added that while the system recognised key services, it would not recognise individual names, and that should the system not be able to confirm a request after two attempts the call would be directed to customer services.

Councillor R Bell referred to the number of complaints as a percentage compared with the number of interactions. He noted that this was something that was provided for some services, for example Adult and Health Services, though not others. He added that understanding the number of interactions helped to explain whether a small number of incidents was making a large difference to performance or if there were actually a large number of incidents. The Customer Relations Team Manager noted that this form of reporting had started with information for refuse and recycling collections and that services would look to collect that kind of information.

Councillor A Shield referred to Appendices 4 and 5, Corporate Complaints and Local Government and Social Care Ombudsman statistics. He asked if we had cumulative data on this in order to use trend analysis to focus on areas if required.

The Chair agreed that if an issue has been escalated to the Ombudsman, we had a responsibility to follow up. The Customer Relations Team Manager noted all complaints were logged via CRM and that information on those escalated to the Ombudsman would also be captured, adding that the Head of Strategy and her team would help analyse any trends.

Resolved:

That the content of the report be noted.

8 Quarter Two 2019/20 Performance Management

The Board considered a report of the Corporate Director of Resources which presented progress towards achieving the key outcomes of the Council's corporate performance framework (for copy see file of minutes).

The Head of Strategy reminded members of the introduction of the new vision for the county, focussing on: 'more and better jobs'; 'long and independent lives'; and 'connected communities'.

She explained that for quarter two the existing performance report had been aligned with the three new ambitions, together with a fourth of 'better Council', with the report to be reviewed over the coming months to ensure it captured all elements of the new vision.

The Chair thanked the Corporate Scrutiny and Strategy Manager for the report and added that he felt the new report style had helped focus on the new ambitions and noted that it was important for the Board to consider the 'Better Council' element as well as the performance reported back to each of the thematic committees.

Councillor M Wilkes referred to the Corporate Risk Heat Map and corporate strategic risks and noted that it highlighted if there was slippage to the delivery of agreed MTFP savings this could result in further service reductions and job losses. He commented that if such slippage occurred, with £251 million of reserves, he felt that surely the Council would be in a position to deal with this. He added that the level the risk was alarming whereas the risk of no-deal Brexit did not appear within the key risks and he felt that it should. The Chair agreed with the uncertainty regarding Brexit but wondered how this would be quantified. The Head of Strategy noted that Paragraph 4(b) set out the details on the risk of no-deal Brexit and that it had been added to the corporate strategic risk register. She noted that the lead officer for Brexit preparations was now the Corporate Director of Adult and Health Services.

She added that there was the option of using reserves for slippage as a one-off however, the issue would then be ongoing delivery

Councillor M Wilkes noted there was no mention of the hundreds of jobs that relied upon EU funding. He added that the Government was taking a very long time in setting out details of the Shared Prosperity Fund (SPF) and he felt the SPF was unlikely to match the level of current EU funding and felt this was a serious risk. The Chair noted that the issue around the delay in SPF details had been raised at the Economy and Enterprise Overview and Scrutiny Committee. He expected the SPF to be dealt with at a national level and it would not be at the level of current EU funding.

Councillor M Wilkes referred to the key employment rate statistics as set out on page 56, highlighting that County Durham had a higher than national average percentage of those working 'without a disability' with a lower than national average percentage of those working 'with Equality Act core or work limiting disability'. He asked if this was an issue of underreporting in terms of people with disabilities working or was there another reason. The Chair noted this was an issue raised at other committees and also in terms of apprenticeships. The Head of Strategy stated that the indicator was a national measure, though she would investigate the matter and come back to members.

Councillor J Robinson left the meeting at 10.32am

Councillor D Boyes noted that Paragraph 4(e) referred to ensuring that children and young people get the best start in life and services for children with special educational needs and disabilities (SEND) were improved. He noted the pressure on our services including schools and SEND from families coming into the County from other parts of the country. The Chair referred to two recent scrutiny reviews on Children's Residential Care Homes and Elective Home Education which had considered related matters. He suggested the root was social care funding and linked to the housing market in our region.

The Head of Strategy noted that one in seven children had SEND and it was how that whole cohort of young people and their families were supported that was important. She noted if a small number of families with a range of complex needs move into the county, there could be a potential cost and she would discuss the matter with appropriate officers. Councillor D Boyes noted while it was relatively small numbers of people, if other local authorities were encouraging moves to County Durham and there was a concentration of people with such needs within a small community this could create pressures on local resources and services.

The Chair noted it was a complex issue and relates to high needs block funding and a number of issues that were beyond the control of the Council although the council's selective licensing scheme would address the housing issues.

Councillor F Tinsley referred to page 122 of the agenda papers, the risk set out at 4(b) relating to no-deal Brexit. He asked if there were any risks to any workers or agency workers employed by Durham County Council due to their immigration status as EU nationals. The Chair agreed this was an important question for the whole of the public sector. The Head of Strategy noted that the Brexit Task and Finish Group were looking at various issues and this particular issue was one that was being considered.

Resolved:

That the Board considers the overall position and direction of travel in relation to quarter two performance, and the actions being taken to address areas of underperformance.

9 Quarter Two September 2019: Forecast of Revenue and Capital Outturn 2019/20

The Board considered two reports of the Corporate Director of Resources which provided details of the forecast outturn budget position for the Resources and Transformation and Partnerships service groupings highlighting major variances in comparison with the budget based on the position to the end of September 2019 (for copy see file of Minutes).

Councillor M Wilkes asked for further details relating to ICT Services figures, and the £407,000 overbudget of which £381,000 was direct revenue financing. The Finance Manager - Resources and Transformation and Partnerships, Ian Herberson agreed to get feedback from colleagues on this.

Councillor C Martin noted page 131 of the report referred to variations in budget, giving details in relation to European elections and added it would be helpful if a similar narrative was included with each element.

The Finance Manager - Resources and Transformation advised he would work on this with Managers within services for the Quarter Three report.

Councillor R Bell referred to page 140 of the report on Member Neighbourhoods Revenue Budget and AAP Budgets. He asked if underspends were held in reserve or lost to the general budget. The Finance Manager - Resources and Transformation noted that if funds were earmarked then they would roll forward, and any underspend would be also carried forward.

He confirmed that none would be lost back to the corporate centre or go into general resources. Councillor R Bell felt that at some point, if funds were continuing to build up, there would be a cut-off point. The Chair asked if clarity could be sought on this issue.

Resolved:

That the content of the reports be noted.

10 Request for Call-in - County Durham Plan: Delivery of the Western Relief Road

The Board considered a report of the Head of Legal and Democratic Services which advised the Corporate Overview and Scrutiny Management Board of a request for a call-in of a Cabinet decision, and the decision made by the Chair of the Board not to call-in the decision (for copy see file of minutes).

The Deputy Monitoring Officer, James Etherington noted the request for a call-in was received on 21 November 2019 for a Cabinet decision relating to the County Durham Plan – Delivery of the Western Relief Road. The request had been shared with the Deputy Monitoring Officer and Chief Finance Officer. The Deputy Monitoring Officer explained that on the 27 November 2019 he consulted with the Chair of the Corporate Overview and Scrutiny Management Board, who decided not to call the decision in for the reasons set out within the report. The reasons included the overview and scrutiny involvement in the County Durham Plan process and the report to Cabinet being a commitment in principle to deliver the Western Relief Road, subject to the outcome of the County Durham Plan process.

Councillor M Wilkes commented that a number of the political groups had worked together in respect of this call-in, noting colleagues had been discussing the issues at Murton while Cabinet had been making the decision at County Hall. He stated that the cost to date had been requested, with no response having been received so far.

He added that Cabinet had effectively approved the scheme without any scrutiny and without knowing what had been spent. Councillor M Wilkes said he felt this was a breach of being open and transparent and disagreed with the decision not to call the decision in.

Councillor C Martin noted that there would be substantial sums of money involved with the Western Relief Road and asked if there could be assurance that once the costs involved were firmed up that there would be the opportunity to look at those figures.

The Chair advised that the report being considered was only in relation to his decision not to call the decision in, and not in relation to the Examination in Public of the County Durham Plan, or subsequent consideration by overview and scrutiny following the findings of the Inspector at the Examination in Public.

Councillor F Tinsley noted that the request for call-in had referred to no overview and scrutiny involvement, questions not being answered at Cabinet and no costs or details being made available for Members. Councillor F Tinsley referred to Paragraph 11 onward of the report which clearly set out the consideration of the matter by overview and scrutiny on several occasions. He added he was not at the Cabinet meeting, as he had been one of those discussing the matter at Murton. Councillor F Tinsley noted that, in reference to the costs and funding, Paragraph 14 of the Cabinet report set out an estimated cost of £35 million and Paragraph 16 noted a commitment to 43 percent from private funding and the fact the scheme had been able to attract Local Growth Fund funding of around £6.3 million in 2014. He concluded by saying that he supported the emerging County Durham Plan and its policies, including the relief road, and he hoped it would be supported by the Inspector and that if it had not been supported by Cabinet that would have been wrong.

Resolved:

That the content of the report be noted.

11 Notice of Key Decisions

The Board considered a report of the Head of Legal and Democratic Services which provided a list of key decisions that were scheduled to be considered by the Executive (for copy see file of minutes).

The Senior Committee Services Officer informed the Board that the following were new to the plan and associated timescales:

- Update on Planning of Budget and Development of Service Plans – Details of Provisional Finance Statement;
- Update on Planning of Budget and Development of Service Plans – Final Budget Report; and
- Selective Licensing Business Case.

Resolved:

That the content of the report be noted.

12 Information Update from the Chairs of the Overview and Scrutiny Committees

The Board considered a report of the Corporate Director of Resources which provided an information update of overview and scrutiny activity from 22 October to December 2019 (for copy see file of minutes).

Resolved:

That the content of the report be noted.

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**Corporate Overview and Scrutiny
Management Board**

27 January 2020



**Report on the Council's use of powers
under the Regulation of Investigatory
Powers Act 2000 - Quarter 3 - 2019/2020**

Report of Helen Lynch, Head of Legal and Democratic Services

Purpose of the Report

- 1 To inform members about the Council's use of powers under the Regulation of Investigatory Powers Act 2000 ('RIPA') during the period 1 October to 31 December 2019 (quarter 3) to ensure that it is being used consistently with the Council's policy and that the policy remains fit for purpose.

Executive summary

- 2 Durham County Council, in exercising its use of powers under RIPA during quarter 3, was authorised to carry out one Directed Surveillance (DS) operation and three Covert Human Intelligence Surveillance (CHIS) operations.
- 3 The Council's Senior Responsible Officer is satisfied that the Council's use of its powers under RIPA during quarter 3 is consistent with the Council's policy and that the policy remains fit for purpose.

Recommendation

- 4 It is recommended that Members:
 - i. Receive the quarterly report on the Council's use of RIPA for the period 1 October 2019 to 31 December 2019.
 - ii. Resolve that the powers are being used consistently with the Council's policy and that the policy remains fit for purpose.

Background

- 6 As members are aware, the Regulation of Investigatory Powers Act 2000 (RIPA) enables local authorities to carry out certain types of surveillance activity provided that specified procedures are followed.
- 7 Directed surveillance is covert surveillance that is not intrusive and is carried out in relation to a specific investigation or operation in such a manner as is likely to result in the obtaining of private information about any person (other than by way of an immediate response to events or circumstances such that it is not reasonably practicable to seek authorisation under the 2000 Act).
- 8 The Local Authority is able to rely upon the information obtained from those surveillance activities within court proceedings.
- 9 This report gives details of RIPA applications that have been authorised during the quarter 3, with the outcomes following surveillance.

Quarter 3 Activity

- 10 During quarter 3 there was one RIPA directed surveillance application. During quarter 3 there were three CHIS applications presented to the Court.
- 11 The authorisation for directed surveillance which was granted related to an operation regarding the underage sales of alcohol and tobacco within County Durham. The directed surveillance operation was completed in November 2019.
- 12 The operation targeted a single problem premises and identified a single member of staff appears to be responsible for the underage sales. Two test purchase were made during the operation, one of which resulted in an underage sale. The premises licence holder was advised and as a result the employment of the member of staff who made the sale ceased.
- 13 There were three authorisations for Covert Human Intelligence Surveillance granted for the period. Two operations related to the supply of motor vehicles and one regarding the sale of counterfeit goods within County Durham. As the operations are part of an ongoing investigation an update will be brought to a future meeting to update on the outcome.

Quarter 3 Comparison

- 14 For information the comparison of authorisations granted for the previous year in the same quarter are as follows:

Period	CHIS authorisations	Directed Surveillance authorisations
Q3 2018/2019	1	2
Q3 2019/2020	3	1

Background papers

- None.

Contact: Kamila Coulson-Patel Tel: 03000 269674

Appendix 1 Implications

Legal Implications

The Council's objective is to make lawful and appropriate use of surveillance techniques where required whilst complying with the provisions of the Human Rights Act 1998, in particular the provisions of Article 8 of the ECHR securing respect for an individual's (qualified) right to privacy. Quarterly oversight by the board helps secure this objective.

Finance

Not applicable.

Consultation

Not applicable.

Equality and Diversity / Public Sector Equality Duty

Not applicable.

Climate Change

Not applicable.

Human Rights

Use of investigatory powers potentially engages the Human Rights Act 1998 and in particular the qualified right to private and family life under article 8 of the European Convention. This right may only be interfered with in circumstances where it is necessary and proportionate to do so in pursuit of the public interest. Oversight by the Board of the Council's RIPA operations is designed to facilitate compliance with the Human Rights Act.

Crime and Disorder

The appropriate use of an oversight of RIPA powers will enable the Council to provide evidence to support appropriate prosecutions and tackle crime.

Staffing

Not applicable.

Accommodation

Not applicable.

Risk

An individual may complain to Investigatory Powers Tribunal that surveillance has been unlawful and if found to be unlawful could result in financial penalties and reputational damage.

Procurement

Not applicable.

**Corporate Overview and Scrutiny
Management Board**

27 January 2020



**Digital Strategy and Current ICT and
Digital Developments**

Report of Corporate Management Team

John Hewitt, Corporate Director of Resources

**Councillor Andrea Patterson, Cabinet Portfolio Holder for
Corporate Services and Rural Issues**

Electoral division(s) affected:

Countywide

Purpose of the Report

- 1 To present the Corporate Overview and Scrutiny Management Board with the Digital Strategy for the County.
- 2 To advise the Corporate Overview and Scrutiny Board of current ICT and digital developments.

Executive summary

- 3 In 2014 the Council adopted a Customer First Strategy with three core objectives:
 - To provide easy to use and effective ways for people to contact us
 - To provide responsive and customer focused services
 - To use customer feedback for learning to improve services
- 4 Since that time, and in delivery of the Customer First strategy, the Council's digital offer to its customers has seen dramatic improvement.
- 5 The Council is now delivering an ambitious programme of Transformation with the overall objectives of

- Redesigning our services to better meet our customers' needs at reduced cost to the Council
- Helping communities become more self-reliant and resilient
- Moving our partnership working from good to great
- Becoming renowned for our skilled and flexible workforce and our employee engagement

6 Digital is central to the achievement of these transformational goals.

7 The new Digital Strategy sets out the Council's digital ambitions for the County. It provides a framework within which these ambitions can be delivered and aligns to the interlocking objectives of the new Council Vision and the Transformation programme.

8 The new strategy is set out under three main themes along with individual service specific ambitions set out by each service grouping. The three themes are:

- Digital Customer
- Digital Organisation
- Digital Communities

9 The new strategy has been designed to be presented and consumed primarily as digital document and although hard copies will be available on request, this will be an exception.

10 The full document can be viewed at

<https://spark.adobe.com/page/dDYW2QYe9k6mH/>

11 The presentation to committee will also reference some current ICT and Digital Developments by way of an update. Relevant links are contained below. Please note some of the links are internal to the DCC network:

DCC Website Refresh Demo:

<https://wp-test.durham.gov.uk/dccprototype/>

DCC Digital Conference:

<http://intranet.durham.gov.uk/pages/DigitalConference.aspx>

Digital Durham Programme:

<https://www.digitaldurham.org/>

Recommendation(s)

12 The Corporate Overview and Scrutiny Management Board is recommended to:

- (a) note the Digital Strategy for County Durham and the current ICT and digital developments.

Contact: Alan Patrickson, Head of Digital & Customer Service Tel: 03000 268165

Appendix 1: Implications

Legal Implications

The Digital Strategy sets out a framework for the delivery of the council's digital ambitions. Delivery within this framework will be managed within a range of project and programme environments, each with individual legal, contractual and regulatory positions.

Finance

The Digital Strategy sets out a framework for the delivery of the Council's digital ambitions. Delivery within this framework will be managed within a range of project and programme environments, each with individual financing provision, monitoring and control.

Consultation

A public consultation exercise on the Council's digital ambitions was undertaken in November 2018. The results of this exercise were to define the position taken in the strategy document.

Equality and Diversity / Public Sector Equality Duty

The proposed digital strategy will have a positive impact across the protected characteristics in terms of widening choice of access and communication channels and will positively contribute to our public sector equality duty. Impact is likely to be particularly positive in terms of age (younger) and for some disabled people. There is potential disproportionate negative impact in terms of age (older), some disabled people and gender (both men and women) who may be more likely to experience digital exclusion. Availability through traditional contact methods, for example telephone and face to face will continue to be available, also, customer support in the use of digital channels and staff training will mitigate any negative impact. Furthermore, providing alternative channels for those that wish to use them will allow us more time to spend with those that need to contact us face to face and through the telephone. Reasonable adjustments will be made for disabled service users, customers and staff where appropriate and in line with our duty under the Equality Act 2010.

Climate Change

There are no direct impacts on climate change from the adoption of the digital strategy, however digital tools can be used to increase and enhance communication and thereby reduce mileage in travelling for business purposes. Better use of data has potential to help services plan travel needs better, potentially reducing transport emissions.

Human Rights

Not applicable.

Crime and Disorder

Not Applicable.

Staffing

Not Applicable.

Accommodation

Not Applicable.

Risk

Not Applicable.

Procurement

Not Applicable.

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Digital strategy Digital Update

Alan Patrickson
27 January 2020





Digital Strategy

for County Durham

Digital Customer

What this means: Improve access to our services and information through technology and be responsive to customer's needs.

Following public consultation in November 2018, we know that people in Durham would like to see:

- a clear and concise website that's easy to use
- increased availability of self-serve technology, with a simple and uncomplicated log on process
- technology used to improve efficiency
- all customer information held in one place

We currently offer more than 100 services online, with over 40% of our customers accessing this facility.

We will expand and redefine our service offer to make our online services as simple and user friendly as possible.



Digital Communities

What this means: We will help the people of County Durham to get the most out of digital technologies in their homes and communities.

The Digital Durham fibre programme is a £35 million initiative to transform broadband speeds for residents and businesses across the North East Region. By bringing superfast broadband to areas that would otherwise not receive a commercial connection.

Digital Durham also offers schemes to assist businesses and registered charities and social enterprises to get online:

- Digital Drive – an initiative that aims to help SMEs in County Durham maximise their growth potential and sustainability. The initiative offers support and guidance on digital technology, digital health checks and grant funds up to 40% to support digital consultancy projects, equipment or installation of broadband.
- Reboot Scheme – a partnership with Protech City to

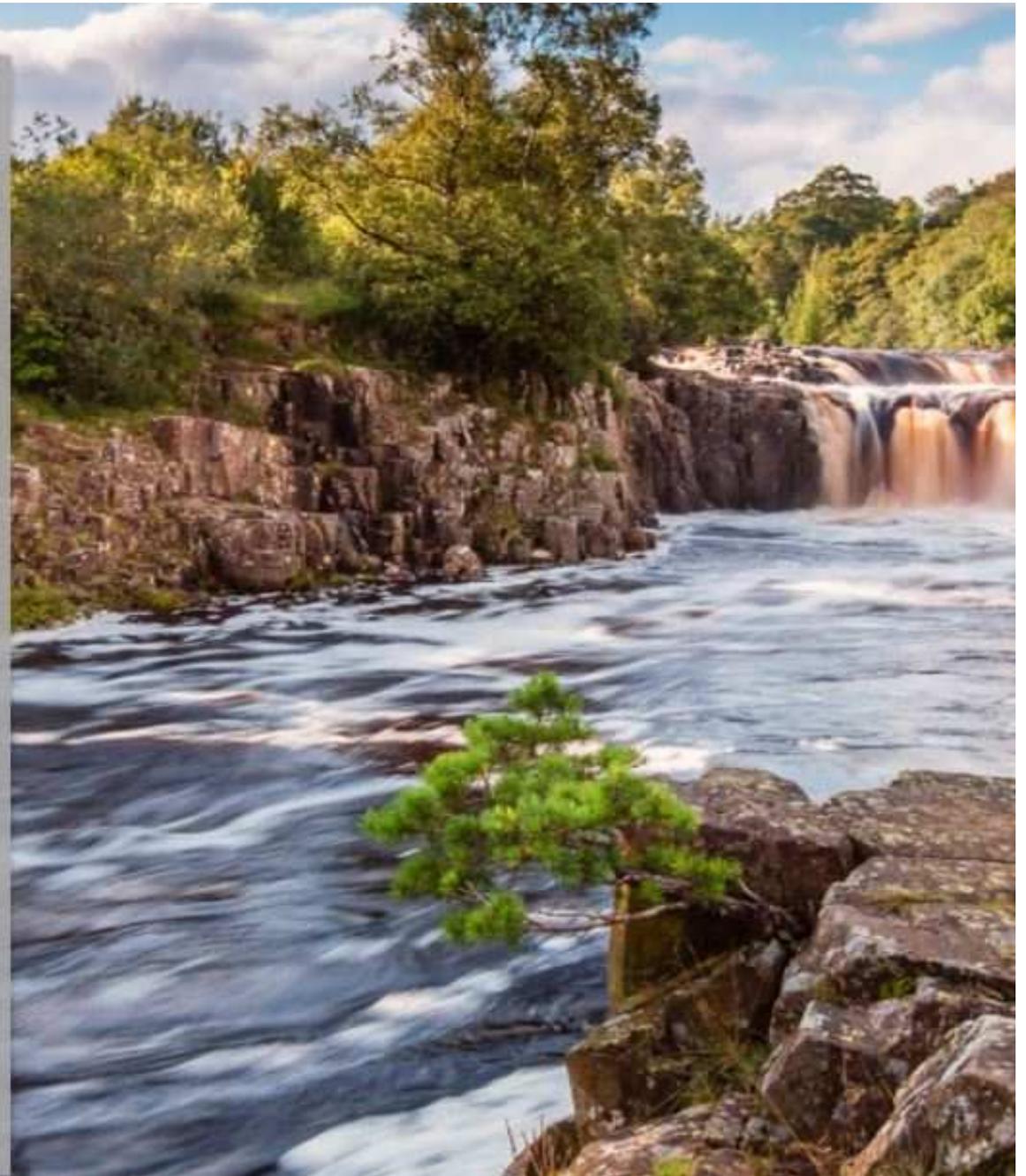


Digital Organisation

What this means: Use digital technologies to improve our services and operate more efficiently.

As an organisation, we have already started to improve the way we work by:

- Investing in modern, efficient and effective systems to help frontline staff manage caseload.
- Introducing mass text messaging to keep customers updated of any issues that might affect them
- developing an online appointment system for Customer Access Points
- using technology to direct requests straight to the person best placed to deal with it
- automating performance dashboards
- Increasing mobile working, resulting in less travel and increased productivity for staff
- providing more opportunities for customers to provide feedback and using this to improve our services.



Office 365



Work
smarter



Work better
together



Work from
anywhere



Work with
confidence

Approach to discovering new ways of working



What is possible?

Understand the capabilities provided by Office 365



Opportunity

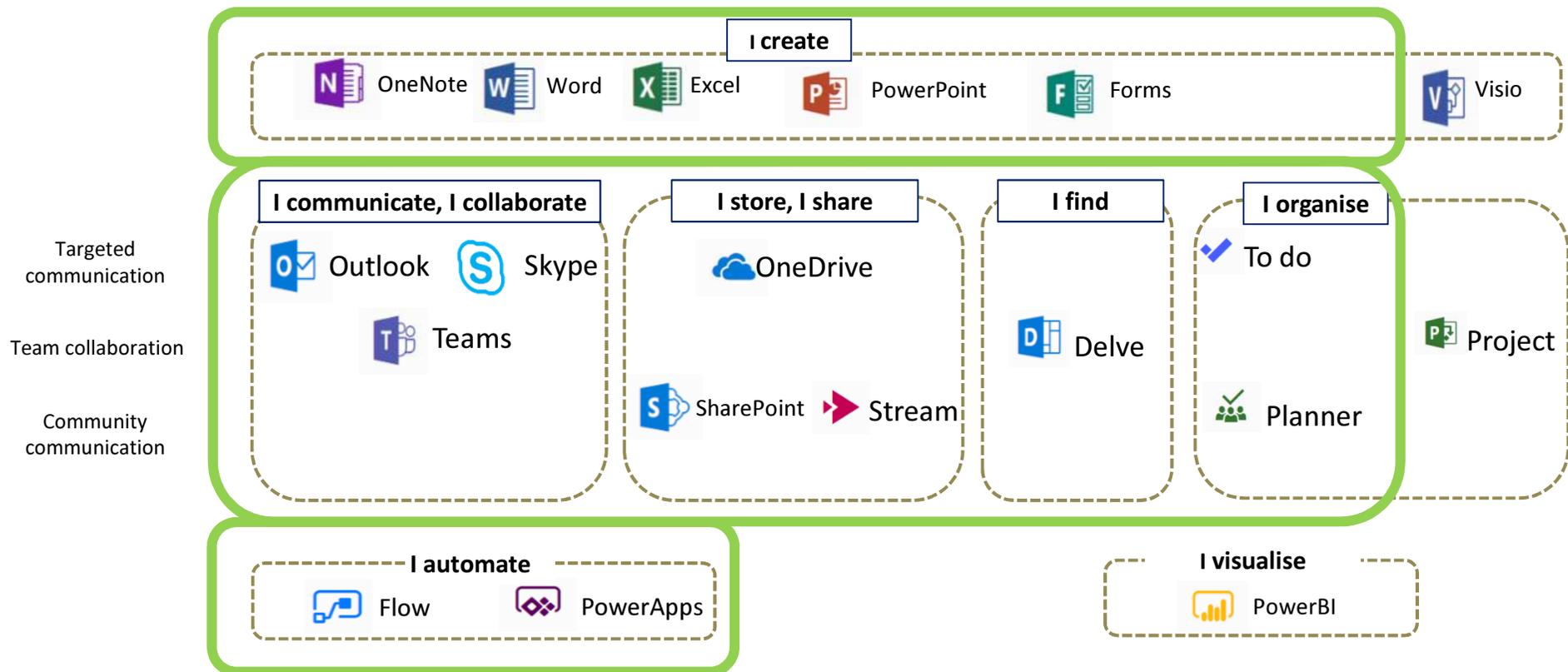
Identify new ways of working enabled by Office 365



Next steps

Understand how to go forward

Office 365 : How do I use the tools?





Personal
Management

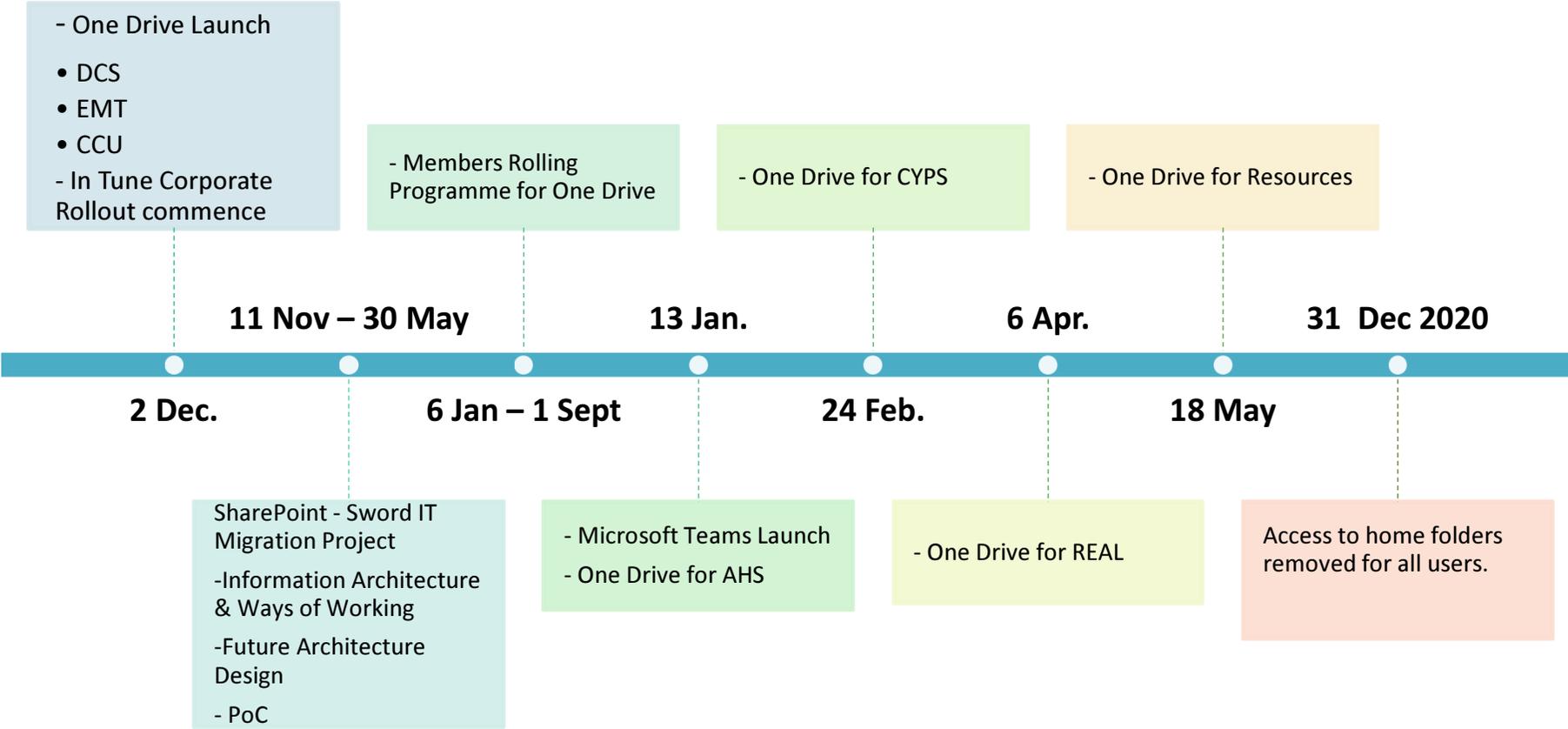


Team Work



Connected Organisation

Timeline



Corporate Website Refresh

A to Z My account



Residents | News & Events | Business | Council

Hello, what can we help you with?

Welcome, please have a browse and tell us what you think about our prototype. Dismiss


 Do it online


 Pay for it


 Planning


 Holiday opening hours


 Leisure centre memberships


 Jobs


 Council tax


 Bins and recycling


 Have your say

News

- > Call for volunteers
- > Get fit for less
- > Council responds to bad weather
- > Campaign targets scams

Durham 19

Festivals and events taking place throughout the county.

Powered by people

In Durham, business is powered by people. That's why you should bring your business to Durham.

Roads and transport

The following information outlines the road works and road closures around the county for the week starting 3 August 2019.

Council Tax

Bins & Recycling

Schools and Learning

Benefits & Support

Other Digital Updates

- Digital Customer
 - Web services
 - Gala Theatre
- Digital Organisation
 - HR processes
 - Staff Conference
- Digital Communities
 - Digital Durham
 - Participation (Libraries)

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**Corporate Overview and
Scrutiny Management Board**

27 January 2020



Update in relation to Petitions

Report of Corporate Management Team

Helen Lynch, Head of Legal and Democratic Services

Electoral division(s) affected:

Countywide.

Purpose of the Report

- 1 To provide for information the quarterly update in relation to the current situation regarding various petitions received by the Authority.

Recommendation(s)

- 2 Members are requested to note the update report on the status of petitions and e-petitions received by the Authority.

Background

- 3 Following the introduction of The Local Democracy, Economic Development and Construction Act 2009, the administration of the petitions process was passed to Democratic Services.
- 4 Overview and Scrutiny Management Board have received update reports on petitions since September 2008, and this function has now passed to the new committee.
- 5 From the 15 December 2010, the Authority has provided a facility for members of the public to submit e-petitions on the Council's website.

Current Notice of Key Decisions

- 6 Since the last update three e-petitions have been submitted, two of which were rejected as we were not the responsible body and the other was premature as related to a matter which was not out for public consultation as yet.

- 7 In addition, two new paper petitions have been submitted, and were waiting responses. A list giving details and current status of all active petitions is attached as Appendix 2 to the report.

Contact: Ros Layfield

Tel: 03000 269708

Appendix 1: Implications

Legal Implications

None.

Finance

None.

Consultation

Petitions which refer to a consultation exercise are reported to committee for information and forwarded to the relevant officer for consideration

Equality and Diversity / Public Sector Equality Duty

None.

Climate Change

None.

Human Rights

None.

Crime and Disorder

None.

Staffing

None.

Accommodation

None.

Risk

None.

Procurement

None.

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Petition Table – Active Petitions

Appendix 2

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
<p>Petition 381</p> <p>Install a zebra crossing outside of West Cornforth Primary School</p> <p>Petition received 8.1.20 No. of signatures 242</p>	<p>Brian Buckley Strategic Highways Manager</p>	<p>Petition asking the Council to install a zebra crossing outside of West Cornforth Primary School.</p> <p>Response requested by 3 February 2020</p>	<p>Awaiting response</p>
<p>Petition 382</p> <p>Memorial Seat on A688 near Staindrop Road Roundabout, West Auckland</p> <p>Petition received 8.1.20 No. of signatures 181</p>	<p>Brian Buckley Strategic Highways Manager</p>	<p>Petition asking the Council to allow a memorial bench to be located on A688 near Staindrop Road Roundabout, West Auckland.</p>	<p>Awaiting response</p>

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**Corporate Overview and
Scrutiny Management Board**



27 January 2020

Notice of Key Decisions

Report of Corporate Management Team

Helen Lynch, Head of Legal and Democratic Services

Electoral division(s) affected:

Countywide.

Purpose of the Report

- 1 To consider the list of key decisions that is scheduled to be considered by the Executive.

Recommendation(s)

- 2 You are recommended to give consideration to items listed in the notice.

Background

- 3 New rules in relation to Executive decisions were introduced by The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, which came into force on 10 September 2012.
- 4 The regulations took away the requirement for the Executive to produce a Forward Plan of key decisions, however introduced that the decision maker cannot make a key decision unless a document has been published at least 28 clear days before the decision is taken, unless either a general exception or special urgency requirements have been met. The document which has to be published must state:
 - a) that the key decision is to be made on behalf of the relevant local authority
 - b) the matter in respect of which the decision is to be made

- c) where the decision maker is an individual, that individual's name and title if any and where the decision maker is a decision making body, its name and list of its members
 - d) the date on which or the period within which the decision is to be made
 - e) a list of the document submitted to the decision maker for consideration in relation to the matter of which the key decision is to be made
 - f) the address from which, subject to any prohibition or restriction on their disclosure copies of, or extracts from any document listed as available
 - g) that other documents relevant to those matters may be submitted to the decision maker
 - h) the procedure for requesting details of those documents (if any) as they become available.
- 5 The requirements also apply to an exempt matter as previously it did not strictly have to be included in the Forward Plan. Now a publicity document must contain particulars of the matter, but may not contain any confidential exempt information or particulars of the adviser or political adviser or assistant.
- 6 Notices of key decisions that are being produced meet the legal requirements of publication, as well as continuing to provide information for a four month period. Members will therefore be able to consider key decisions as previously for the four month period.

Current Notice of Key Decisions

- 7 The notice of key decisions that is attached to the report at Appendix 2, is the latest to be published prior to the papers for the Board being dispatched to members. The notice complies with the requirements for Cabinet to be able to take key decisions at the meeting on 12 February 2020. It also contained information on those key decisions that are currently scheduled to be considered by the Executive up to 31 May 2020.

Contact:	Ros Layfield	Tel: 03000 269708
	Jenny Haworth	Tel: 03000 268071

Appendix 1: Implications

Legal Implications

Will be reflected in each individual key decision report to Cabinet. To publish the notice of key decisions in accordance with The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

Finance

Will be reflected in each individual key decision report to Cabinet.

Consultation

Will be reflected in each individual key decision report to Cabinet.

Equality and Diversity / Public Sector Equality Duty

Will be reflected in each individual key decision report to Cabinet.

Climate Change

Will be reflected in each individual key decision report to Cabinet.

Human Rights

Will be reflected in each individual key decision report to Cabinet.

Crime and Disorder

Will be reflected in each individual key decision report to Cabinet.

Staffing

Will be reflected in each individual key decision report to Cabinet.

Accommodation

Will be reflected in each individual key decision report to Cabinet.

Risk

Will be reflected in each individual key decision report to Cabinet.

Procurement

Will be reflected in each individual key decision report to Cabinet.

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SECTION ONE - CORPORATE

Ref. No.	Date of Decision (i.e. date of Cabinet meeting)	Description of Decision to be Made	Background Documents	Lead Cabinet Member	Main Consultees & Means of Consultation	Contact details for further information	Scrutiny involvement
CORP/R/19/01	12/02/20	MTFP(10) - Update on Planning of Budget and Development of Service Plans - Final Budget Report		Cabinet Portfolio Holder for Finance		Jeff Garfoot, Head of Corporate Finance and Commercial Services. Tel 03000 261946	Scrutiny members will have input into the formulation of MTFP 10 through Corporate Overview and Scrutiny Management Board(COSMB) meeting on 14 February 2020.
CORP/R/19/04	18/03/20	Council Plan		Cabinet Portfolio Holder for Transformation, Culture and Tourism and Leader of the Council		Tom Gorman, Corp Scrutiny and Strategy Manager. Tel 03000 268027	The County Durham Vision 2035 was developed with partners and agreed by council in October 2019. Scrutiny members took part in the extensive consultation process with COSMB holding a workshop on the emerging findings in January 2019 and receiving a presentation as part of the final consultation process in July 2019. The Council Plan is a high level plan which sets out how the Council will deliver its contribution to the ambitions of our shared County Durham vision.

SECTION TWO - CHILDREN AND YOUNG PEOPLE'S SERVICES

Ref. No.	Date of Decision (i.e. date of Cabinet meeting)	Description of Decision to be Made	Background Documents	Lead Cabinet Member	Main Consultees & Means of Consultation	Contact details for further information
CYPS/03/19	12/02/20	School admission arrangements for academic year 2021/22	Consultation documents	Cabinet Member for Children and Young People's Services	Staff, Parents, Governors, Local Community, AAPs, Local Members, Diocese, Neighbouring Schools, Trade Unions	Graeme Plews, School Places and Admissions Manager Tel. 03000 265777

SECTION THREE - ADULT AND HEALTH SERVICES

Ref. No.	Date of Decision (i.e. date of Cabinet meeting)	Description of Decision to be Made	Background Documents	Lead Cabinet Member	Main Consultees & Means of Consultation	Contact details for further information
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SECTION FOUR - REGENERATION AND LOCAL SERVICES

Ref. No.	Date of Decision (i.e. date of Cabinet meeting)	Description of Decision to be Made	Background Documents	Lead Cabinet Member	Main Consultees & Means of Consultation	Contact details for further information
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**Corporate Overview and Scrutiny
Management Board**

27 January 2020



**Information update from the Chairs of
the Overview and Scrutiny Committees**

Report of John Hewitt, Corporate Director of Resources

Electoral division(s) affected:

Countywide

Purpose of the Report

- 1 To present to members an information update of overview and scrutiny activity from 16 December 2019 – January 2020.

Executive summary

- 2 It was previously agreed that a written report of chairs' updates would be presented for information only to all Corporate Overview and Scrutiny Management Boards.
- 3 This update covers the time period from 16 December 2019 – January 2020.

Recommendation(s)

- 4 Members are invited to receive the report and note the information.

Background

- 5 Members of the Corporate Overview and Scrutiny Management Board (COSMB) are encouraged to get involved in any area of overview and scrutiny activity via thematic committees and talk to scrutiny committee chairs and overview and scrutiny officers on areas of project and overview activity.

Corporate Overview and Scrutiny Management Board (COSMB)

Information on progress with the new scrutiny guidance in local and combined authorities can be found at paragraph 10 below.

Update on Previous Reviews	There are no systematic reviews to report on for this period.
Scrutiny Review Activity	No scrutiny review activity to report this period.
Overview reports/ Presentations	<p>COSMB on 16 December 2019 received reports on:</p> <ul style="list-style-type: none"> • Q2 2019/20 Council's use of powers under RIPA • Update on the Delivery of the Medium Term Financial Plan Q1 2019/20 • Q2 2019/20 Customer Feedback • Request for Call-in – County Durham Plan – Delivery of the Western Relief Road • Notice of key decisions • Chairs Update

Adults, Wellbeing and Health Overview and Scrutiny Committee (AWH OSC)

Update on Previous Reviews	There are no systematic reviews to report on for this period.
Scrutiny Review Activity	A Review of GP Services across County Durham is being undertaken and has completed its evidence gathering. Work is ongoing to identify key findings and recommendations.
Overview reports/ Presentations	<p>AWH OSC on 17 January 2020 received reports and presentations on:</p> <ul style="list-style-type: none"> • Media Issues • Health and Social Care Integration • Care Quality Commission Inspection Report – County Durham and Darlington NHS Foundation Trust • Draft Joint Health and Wellbeing Strategy 2020-2025

Children and Young People’s Overview and Scrutiny Committee (CYP OSC)

Update on Previous Reviews	There are no systematic reviews to report for this period.
Scrutiny Review Activity	A review of Elective Home Education is being undertaken. A meeting took place on 9 December 2019 that considered the key findings of the review and members formulated their recommendations.
Overview reports/ Presentations	<p>The CYP OSC on 13 January 2020 received reports and presentations on:</p> <ul style="list-style-type: none"> • Media relations • Mainstream Primary and Secondary School Funding Formula 2020-21 and High Needs Block • Child Poverty in County Durham • Draft Joint Health and Wellbeing Strategy 2020 - 2025

Economy and Enterprise Overview and Scrutiny Committee (E&E OSC)

Update on Previous Reviews	There are no systematic reviews to report on for this period.
Scrutiny Review Activity	No scrutiny review activity currently identified.
Overview reports/ Presentations	<p>A meeting of the E&E OSC on 10 January 2020 considered reports and presentations on:</p> <ul style="list-style-type: none"> • Media Relations • Strategic Employment Sites • EU Funding <p>A special meeting of the E&E OSC on the 27 January 2020 will consider reports and presentations on:</p> <ul style="list-style-type: none"> • Engagement with Social Housing Providers operating in County Durham • Housing and Homelessness Strategies and Delivery

Environment and Sustainable Communities Overview and Scrutiny Committee (E&S OSC)

Update on Previous Reviews	There are no systematic reviews to report for this period.
Scrutiny Review Activity	Review of DCC's future allotment policy - The final report was considered by Cabinet 15 January 2020 and will be submitted to a future meeting of the County Durham Partnership Board.
Overview reports/ Presentations	<p>A special meeting of ESC OSC on 16 December 2019 received a report on the review of DCC's proposed allotment policy.</p> <p>A special meeting of ESC OSC on 8 January 2020 received reports and presentations on:</p> <ul style="list-style-type: none"> • An overview of the management of Durham County Council's Fleet • Progress report on Air Quality Management in County Durham <p>ESC OSC on 24 January 2020 will receive reports and presentations on:</p> <ul style="list-style-type: none"> • An overview of the Business Energy Efficiency Project (BEEP2)

Safer and Stronger Communities Overview and Scrutiny Committee (SSC OSC)

Update on Previous Reviews	A report on the progress of recommendations on the committee's review of Cybercrime and activity of the Safe Durham Partnership Safer Cyber Working Group was considered at the meeting on 9 January 2020.
Scrutiny Review Activity	The Road Safety Strategy working group met on 10 October 2019 and considered road casualty statistics and partnership road safety activity in the development of a County Durham road safety strategy.
Overview reports/ Presentations	<p>SSC OSC on 9 January 2020 received reports and presentations on:</p> <ul style="list-style-type: none"> • Media Relations

	<ul style="list-style-type: none"> • County Durham and Darlington Fire and Rescue Authority Integrated Risk Management Plan (IRMP) Three Year Consultation • Draft Safe Durham Partnership Plan 2020-2025 • Overview and Scrutiny review update
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Performance/Budget/Work Programme Reporting

- 6 Information on both performance and budget outturn reports continue to be received and commented upon.

Regional Scrutiny

- 7 A meeting of a Joint Health Scrutiny Committee (comprising Darlington Borough Council and Durham County Council) established for the review of Stroke Rehabilitation Services in County Durham and Darlington and the future of Inpatient Rehabilitation services (Ward 6) Bishop Auckland Hospital took place on 6 January 2020.

Reports and presentations were received on:

- Terms of Reference and Protocol
- Review of Stroke Rehabilitation Services in County Durham and Darlington
- Review of Inpatient Rehabilitation Service (Ward 6) Bishop Auckland Hospital

Details of the re-arranged public consultation events in respect of both Reviews were reported to the Joint OSC and have been shared with wider Council membership.

- 8 A meeting of the NECA Overview and Scrutiny Committee was held on 19 December 2019 and received reports and presentations on:
- NECA Budget Proposals
 - Statutory Guidance on Overview and Scrutiny in Local and Combined Authorities
 - NECA Forward Plan and Work Programme
- 9 A meeting of the NECA & North of Tyne CA Joint Transport Committee Overview and Scrutiny Committee was held on 19 December 2019 and received reports and presentations on

- Budget Proposals
- Joint Transport Overview and Scrutiny Committee Work Programme

New Scrutiny Guidance

- 10 COSMB considered a report on the new statutory guidance on overview and scrutiny in local and combined authorities at its special meeting on 23 July 2019. COSMB considered recommendations on the guidance and following work by officers to develop changes to process, a report was submitted to the Constitutional Working Group (CWG) on 6 January 2020 setting out how those changes would be implemented.
- 11 The CWG agreed that
- (a) Overview and scrutiny awareness training be developed for officers
 - (b) The Durham County Council Scrutiny Handbook and relevant webpages be refreshed to reflect changes on providing the public and partners with information on what to expect when working with scrutiny
 - (c) A six-monthly scrutiny update be submitted to full council in addition to the Scrutiny Annual Report
 - (d) Minutes of NECA scrutiny meetings and updates on NECA scrutiny work programme be reported to COSMB
 - (e) Changes to the Councillor Compact frontline councillor and committee chair role descriptors to reflect the new scrutiny guidance
 - (f) That use of information by scrutiny committees is reviewed on an annual basis as part of the Overview and Scrutiny Annual Report, to ensure alignment with this new guidance.
- 12 A report is to be submitted to Cabinet prior to submission to Council to agree the necessary changes to the constitution.

Conclusion

- 13 This report contains the key issues considered by the Overview and Scrutiny Committees for the period 16 December 2019 – January 2020 and is provided for members information only.

Contact: Jenny Haworth

Tel: 03000 268071

Appendix 1: Implications

Legal Implications

N/A.

Finance

N/A.

Climate Change

Any climate change implications will be included in individual reports to the appropriate scrutiny committee.

Consultation

N/A.

Equality and Diversity / Public Sector Equality Duty

N/A.

Human Rights

N/A.

Crime and Disorder

N/A.

Staffing

N/A.

Accommodation

N/A.

Risk

N/A.

Procurement

N/A.

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