



Corporate Overview and Scrutiny Management Board

Date **Friday 3 December 2021**
Time **9.30 am**
Venue **Council Chamber, County Hall, Durham**

Business

Part A

Items which are open to the Public and Press
Members of the public can ask questions with the Chair's agreement,
and if registered to speak

1. Apologies for Absence
2. Substitute Members
3. Minutes of the meeting held on 25 October 2021 (Pages 3 - 12)
4. Declarations of Interest
5. RIPA Annual Review of the Council's use of powers - Report of the Head of Legal and Democratic Services (Pages 13 - 18)
6. Resources - Q2 Forecast of Revenue and Capital Outturn 2021/22 - Report of the Corporate Director of Resources (Pages 19 - 34)
7. Q2 2021/22 Customer Feedback - Report of the Corporate Director of Resources (Pages 35 - 66)
8. Overview and Scrutiny Six Monthly report - Report of the Corporate Director of Resources (Pages 67 - 84)
9. Refresh of non-statutory, non-voting Overview and Scrutiny Co-optees - Report of the Corporate Director of Resources (Pages 85 - 94)
10. Update in relation to Petitions - Report of Head of Legal and Democratic Services (Pages 95 - 104)

11. Notice of Key Decisions - Report of Head of Legal and Democratic Services (Pages 105 - 114)
12. Information Update from the Chairs of the Overview and Scrutiny Committees - Report of the Corporate Director of Resources (Pages 115 - 120)
13. Such other business as, in the opinion of the Chair of the meeting, is of sufficient urgency to warrant consideration

Helen Lynch
Head of Legal and Democratic Services

County Hall
Durham
25 November 2021

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

Councillor C Martin (Chair)
Councillor C Lines (Vice-Chair)

Councillors E Adam, A Batey, R Charlton-Lainé, J Charlton, J Cosslett, B Coult, R Crute, J Elmer, D Freeman, O Gunn, C Hood, L Hovvels, J Howey, A Jackson, P Jopling, R Manchester, C Marshall, B Moist, K Shaw, M Stead, A Surtees and M Wilson

Contact: Jackie Graham

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DURHAM COUNTY COUNCIL

At a Meeting of **Corporate Overview and Scrutiny Management Board** held in Council Chamber, County Hall, Durham on **Monday 25 October 2021 at 9.30 am**

Present:

Councillor C Martin (Chair)

Members of the Committee:

Councillors E Adam, B Avery, A Batey, R Charlton-Lainé, J Charlton, B Coult, R Crute, D Freeman, C Hood, L Hovvels, J Howey, P Jopling, C Lines (Vice-Chair), R Manchester, B Moist, A Surtees and M Wilson

Apologies:

Apologies for absence were received from Councillors J Cosslett, J Elmer, O Gunn, A Jackson, C Marshall, K Shaw and M Stead

1 Apologies for Absence

Apologies for absence were received from Councillors O Gunn, A Jackson, C Marshall and K Shaw

2 Substitute Members

Councillor E Waldock for Councillor O Gunn,
Councillor J Miller for Councillor K Shaw and;
Councillor M McKeown for Councillor C Marshall

3 Minutes of the meeting held on 2 September 2021

The minutes of the meeting held on 2 September 2021 were confirmed as a correct record and signed by the Chair.

4 Declarations of Interest

There were no declarations of interest.

5 Report on the Council's use of powers under the Regulation of Investigatory Powers Act 2000 - Q1 and Q2 2021/22

The Board considered a report of the Head of Legal and Democratic Services which provided an update on the Council's use of powers under the Regulation of Investigatory Powers Act 2000 ('RIPA') during the period 1 April 2021 and 30 June 2021 (quarter 1) and 1 July 2021 and 30 September 2021 (quarter 2) to ensure that it is being used consistently with the Council's policy and that the policy remained fit for purpose (For copy see file of Minutes).

Resolved:

- (i) That the quarterly update for the period covering quarter 1 and 2 2021/22 be noted
- (ii) That the powers are being used consistently with the Council's policy and that the policy remains fit for purpose.

6 Medium Term Financial Plan (12) 2022/23 to 2025/26

The Board considered a report of the Corporate Director Resources (Interim) which provided an update on the current forecast position for the 2022/23 budget and the Medium-Term Financial Plan (MTFP(12), 2022/23 to 2025/26 (for copy see file of Minutes).

The Head of Corporate Finance and Commercial Services provided a detailed presentation of the report highlighting the ongoing period of significant uncertainty faced by local government brought about by a combination of the ongoing impact of the pandemic, the council's inherent low tax raising capacity due to the county's low tax base and significant pressures in social care and waste services alongside other unfunded pressures arising from pay and price inflation.

Councillor Crute thanked the Head of Corporate Finance and Commercial Services and his team for the report and noted the stark reality of how impacts to funding and the increased cost of living was putting financial strain on many families within the county. He made reference to the proposed government changes to Universal Credit and asked whether it was known how many people in County Durham this would affect and how the council would be able to support them, should the £20 uplift be removed. He therefore asked whether it would be possible to have a report on this brought back to a future meeting for the Board to consider in more depth.

Councillor Surtees questioned why a three-year settlement would be more beneficial than a one year as she felt it was important to outline to scrutiny the reasons why this added the uncertainty in the council's planning. In

addition, she asked for some clarification regarding commissioned services and the impact of National Living Wage increases on such. In response the Head of Corporate Finance and Commercial Services advised that it was of fundamental importance to local councils to know what future challenges were going to be in terms of funding and spending and with one-year settlements this made this extremely difficult and added to uncertainty regarding core budgets. With regards to the question relating to commissioned services, he advised that NLW percentage uplift would be applied to forecast fee uplifts for commissioned services but particularly adult social care. It would be crucial to ensure that any NLW increases were passported over to eligible employees.

Councillor Jopling commented that the £4.5 million expected shortfall was both staggering and worrying and asked whether this was a given or whether there were other factors at play. The Head of Corporate Finance and Commercial Services advised that the plan was reviewed continuously but also prudently, however whilst he hoped that he was wrong and the shortfall would be less, it was likely that the figures stated were a fair assumption. He noted that there were various factors which could impact on this including the Adult Social Care precept, however it was enormously challenging whatever the situation.

Councillor Adam thanked officers for the comprehensive and detailed report and shared their frustration and concerns regarding uncertainties around funding. He asked whether Section 31 grants would continue and were there any contingencies in place if they were stopped. In response the Head of Corporate Finance and Commercial Services explained that section 31 grants had been granted by government to recover lost inflation uplift on business rates. He added he fully expected to receive grants for 2022/23 as it was assumed business rates would again be capped however if this was not the case it would be included in the £16 million loss of government grants forecasted currently.

Moving on to page 29 of the report, Councillor Crute asked whether the £4.5 million transfer of base budget from Adults to Children's services was a permanent measure as it would appear to make sense to alleviate increasing pressures within Adult services. The Head of Corporate Finance and Commercial Services advised that it was a permanent transfer, however it would not have been agreed if it was felt to have placed continuing pressure on this service.

Councillor McKeon noted that rising inflation would have knock on effects for costs of construction materials and this could impact upon services delivered by Neighbourhoods. She asked how much this was taken into consideration and what the consequences of these increase in costs could be. The Head of Corporate Finance and Commercial Services explained that a 1.5% increase

was built in for inflation. As cash limited budgets were in operation, services were expected to manage within that. If a sustained increase was seen this would need to be reflected in budget planning.

Councillor Coult queried as to why pathology services were now provided by Newcastle RVI rather than by a hospital in County Durham. The Head of Corporate Finance and Commercial Services responded to say he would refer the question to the Head of Legal and Democratic Services.

Councillor McKeon raised a query about Section 106 funding and whether the impact of increased building costs and inflation was being factored into planning permissions. In response the Head of Corporate Finance and Commercial Services advised that services would always seek to maximise Section 106 contributions where possible. Arrangements for Section 106 contributions were fixed however it was acknowledged that funding for schemes often come in some years after a planning application and costs associated can be higher or lower.

Resolved:

That the content of the report be noted and comments made by the Board be fed back to Cabinet for their consideration.

7 Resources - Quarter One, June 2021 Forecast of Revenue and Capital Outturn 2021/22

The Board considered a report of the Corporate Director of Resources (Interim) which provided details of the forecast revenue and capital outturn budget position for the Resources service grouping, highlighting major variances in comparison with the budget on the position to the end of June 2021 (for copy see file of Minutes).

Resolved:

That the content of the report be noted.

8 Quarter One, 2021/2 Performance Management

The Board considered a report of the Corporate Director Resources (Interim) which presented an overview of progress towards achieving the key outcomes of the council's corporate performance framework and highlighted key messages to inform strategic priorities and work programmes for Quarter 1, April to June 2021 (for copy see file of Minutes).

The Corporate Scrutiny and Strategy Manager advised that performance had already been reported via the thematic committees however the report provided details of performance relating to:

- More and Better Jobs
- Long and Independent Lives
- Connected Communities
- An Excellent Council and;
- The impact of COVID-19

The report further provided details of the overall position and direction of travel in relation to quarter one performance and the actions being taken in service areas to address areas of underperformance including the significant economic and well-being changes because of the pandemic.

Councillor Jopling in referencing performance relating to free school meals asked what the council were doing to reach the 5,000 approx. children who were eligible for but were not, claiming free school meals. In response the Corporate Scrutiny and Strategy Manager advised that a scrutiny review had been undertaken on this subject and it was probably timely that an update was brought back to committee. Cllr Jopling also queried the rise in numbers of looked after children. The Corporate Scrutiny and Strategy Manager stated there was a steady increase in the numbers of looked after children and would ask the service area for an analysis of reasons why this was so.

Councillor McKeon left the meeting.

Councillor Surtees asked in relation to More and Better Jobs, what was meant by experimental employment rates and whether this could be rephrased to make it more understandable to any member of the public reading the report. The Corporate Scrutiny and Strategy Manager explained that this was taken from ONS methodology, derived from annual population survey and the labour force survey, however agreed that this could be amended as suggested.

Councillor Coult asked whether it was known how many homes in County Durham were currently empty and by how much this figure fluctuated year on year. It was noted that this information was not available but could be provided following the meeting.

With reference to paragraph 96 of the report, Councillor Charlton-Lainé noted the impact of the UEFA Euro 2020 football tournament on statutory referrals related to domestic abuse. The Corporate Scrutiny and Strategy Manager advised that scrutiny had previously looked at campaigns available to help those suffering domestic abuse, however noted that unfortunately it was

common to see referrals around Christmas time and large sporting events where alcohol consumption was higher.

Councillor Adam in referring to paragraph 117 of the report noted that the Safer and Stronger Communities Overview and Scrutiny Committee had included the issue of nuisance motorcycles and quad bikes and asked whether this would be a focused piece of work. He suggested it would need looking at in details and queried whether the partners to be consulted included social and private landlords. He also asked if Neighbourhood Wardens have the powers and resources to support the police in dealing with the issue. The Corporate Scrutiny and Strategy Manager advised that this would be a focused piece of work and he would respond after the meeting with details of neighbourhood warden powers and the inclusion of social and private landlords as consultees.

Councillor Hovvels in referring to Connected Communities and paragraph 16 of the cover report, added that she did believe there to be an acceptance of crime, leading to a lack of public confidence and reporting and suggested that this should be explored further by scrutiny. The Corporate Scrutiny and Strategy Manager indicated that he could compare the crime reports with the national crime survey to identify any reasons for the lack of public confidence in reporting crime.

Councillor Howey referred to vacancy rates in hospitality and the Corporate Scrutiny and Strategy Manager agreed to consider including data on this in future reports.

Further discussion ensued regarding crime reporting and anti-social behaviour, noting that low level crime was a serious issue across many of the county's divisions and local councillors found it hard at times to get the support required from their local policing teams. It was also noted that further information regarding arson suppression would be discussed at the next meeting of the Safer and Stronger Communities Overview and Scrutiny Committee. Councillor Miller asked what activities were classed as anti-social behaviour. The Corporate Scrutiny and Strategy Manager agreed to circulate a list of what was defined as anti-social behaviour and which activities were the responsibility of the police to deal with and what fell to the council.

Councillor Freeman moving on to paragraph 154 of the report asked whether there was a set offer to staff under the new hybrid working model and with less staff in offices, what implications this had for the office estate. In responding to the question, the Corporate Scrutiny and Strategy Manager noted that staff had been returning to offices on a gradual and phased basis from the middle of September 2021. Desk ratios under the hybrid model and taking into account social distancing were based on 5.5 staff to every 10 working in the office/ home per day. Councillor Martin noted that the review

into the council's headquarters picked up this point within the cabinet report and the wider feasibility of the office estate.

Resolved:

That the content of the report be noted.

9 Quarter One, 2021/22 Customer Feedback

The Board considered a report of the Corporate Director Resources (Interim) which provide an overview of information collected from the council's customers to describe their experiences of using our services over the last 12 months, to the period ending 30 June 2021, compared to the same period in the previous year (for copy see file of Minutes).

The Head of Digital and Customer Services went on to provide a summary of the range of feedback received, noting that throughout the 12 months ending 30 June 2021, almost 1.6 million contacts were made through the customer services team. Telephone contact remained the most frequently used channel for contacting the council, however, during the first quarter of the financial year, 22,000 more residents signed up for an online account, taking the number of residents who can engage with the council through this channel to 225,000.

Councillor R Crute left the meeting at this point.

It was explained that since the start of the pandemic, there had been a steady increase in the number of service requests received, 75% of which were processed during the 12 months ending 30 June 2021 were assessed against a performance standard. Of these, the standard was met in 59% of cases, slightly lower than recorded for the same period the previous year.

The Head of Digital and Customer Services went on to provide detail regarding feedback received, noting that of the feedback received 79% of customers were satisfied with the level of service they received, a reduction of 4% on the same period in the previous year. The increased levels of dissatisfaction were mainly linked to customers not being informed of progress, not explaining the reasons for the decisions made and taking too long to complete tasks and respond. It was however important to note that the ongoing response to the pandemic and increased demand had led to extended service delivery times over the reporting period.

Further details were provided regarding corporate complaints received during the period, noting that the increase in complaints coincided with increased service requests over the same period. During the same period the

Ombudsman delivered decisions relating to 79 complaints, of which 19 were upheld.

Councillor Surtees commented that the report was excellent, however felt that that it would be useful to know whether lower performance in service delivery percentages were because of the covid pandemic. The Head of Digital and Customer Services noted that this this was the case, that an increase in service demand had led to increased service requests.

Councillor Hood in referring to appendix 5, page 159 of the report asked whether there was a reason for the 20% drop in satisfaction on year-on-year figures relating to Warm Homes. The Head of Digital and Customer Services responded to say that she would pick up this query with the service and circulate the response following the meeting.

Resolved:

That the content of the report be noted.

10 Annual Statutory Representations 2020/21 report

The Board considered a report of the Corporate Director of Adult and Health Services which provided an overview of statutory representations relating to adult social care services for the period 1 April 2020 – 31 March 2021 (for copy see file of Minutes).

The Service Manager Operational Support went on to present the report highlighting that analysis of performance had identified key messages for 2020/21 including, a decrease in the number of complaints investigated from 81 in 2019/20 to 75 in 2020/21. There was also a reduction in the number of complaints that the council declined during 2020/21.

Moving on, further details were reported with regards to complaints types, noting that complaints relating to Finance more than doubled during the period. In addition, a new category of COVID-19 related complaint, was added in March 2020, and was the highest reason for a making a complaint with the DCC AHS service area.

It was also noted that the service had received 66 compliments about adult social care services during 2020/21, a significant decrease on the previous performance year.

Councillor Avery asked whether any information could be provided regarding telephone arrangements for GP surgeries as he had received many complaints from residents of the Ferryhill area regarding waiting times for

accessing GP and NHS telephone services. The Service Manager advised that she would raise this with CCG colleagues.

Councillor Jopling commented that the Adults, Wellbeing and Health Overview and Scrutiny Committee were looking into this issue separately.

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 listed key decisions which were scheduled to be considered by the Executive.

The Corporate Scrutiny and Strategy Manager advised that new to the plan were the following:

- Newcastle Airport - Shareholder Loan Guarantee
- MTFP (12) - Details of Provisional Finance Settlement
- Bishop Auckland Asset Strategy

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 Resources (Interim) which presented for information an update on overview and scrutiny activity from September 2021 – October 2021 (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**

3 December 2021



**Regulation of Investigatory Powers Act
2000 – Annual Review of the Council’s
use of powers**

Report of Helen Lynch, Head of Legal and Democratic Services

Purpose of the Report

1. To inform members about the Council’s use of its powers under the Regulation of Investigatory Powers Act 2000 (‘RIPA’) during the period of 1 April 2020 to 31 March 2021.
2. To inform members of the changes to the legislation and policy and developments in respect of the Council’s use of its powers under RIPA.

Executive Summary

3. The report sets out an overview of the Council’s use of its powers under RIPA for the period of 1 April 2020 to 31 March 2021. During the period reported there were no authorisations.
4. The report details the activities which have been undertaken by the Council in respect of RIPA for the period which includes updates on training and the outcome of the desktop inspection conducted by the Commissioner.

Recommendation

5. It is recommended that members:
 - i) Receive the annual report on the Council’s use of powers under RIPA.

The Council's use of RIPA between 1 April 2020 to 31 March 2021

6. Members will note from previous years that the annual report has included a table showing the authorisations granted for both directed surveillance and Covert Human Intelligence Sources (CHIS) for the relevant periods. The report would also detail the activity and the outcomes.
7. For the period reported, 1 April 2020 to 31 March 2021, this was an unprecedented year due to the impact of the Covid 19 pandemic, with many businesses closed and restrictions placed on the movement of people in their day to day activity. This resulted in there being no authorisations for directed surveillance and CHIS during the period.
8. The activity of the enforcement teams continued during the time however this was discharged by other means not requiring authorisations such as visiting premises, engagement with businesses and where necessary serving notices.
9. The comparison for the activity from 2019/20, there were three directed surveillance and three CHIS authorisations.

Inspection

10. In December 2020, the Council were informed of an inspection to be conducted on behalf of the Investigatory Powers Commissioner. Due to the restrictions in place at the time the investigation was proposed to be conducted remotely.
11. On 16 December 2021, a written response was presented to the Council confirming that a desktop-based inspection had been undertaken by Mr Graham McCrory MBE. The inspection had been facilitated through the Senior Responsible Officer (SRO), the Head of Legal and Democratic Services, who was interviewed via video conferencing facilities.
12. The Inspector was satisfied from the information provided that the Council demonstrated a level of compliance that removed the requirement for a physical inspection at the time.
13. The Inspector recorded that the last inspection undertaken by Inspector Mr Paul Graton in February 2018 had two recommendations shown in italics with the update from the desktop inspection shown below.
 1. *Authorising Officers should articulate clearly in authorisations their considerations in relation to Proportionality and Collateral Intrusion.*

The key points to consider are outlined clearly at Paragraphs 3.6 and 3.8 in the Codes of Practice 2017 (Covert Surveillance and Property Interference).

It was noted by the Inspector that this recommendation had been discharged, recording that since the previous inspection a significant amount of training and education seminars have been undertaken by the SRO to ensure that authorising officers are aware of the considerations required to be documented regarding proportionality and collateral intrusion.

2. The SRO should satisfy herself that any CHIS application is accompanied by an appropriate risk assessment. The assessment should allow the Authorising Officer to assess the risk in relation to deploying that particular individual as a CHIS.

The inspector recorded the recommendation as discharged at the desktop inspect. Risk assessments had been included within the documentation inspected and considered the welfare and management of CHIS during periods of authorised activity. Some minor improvements were highlighted by the Inspector to further enhance this area.

14. As part of the inspection a selection of CHIS and directed surveillance authorisations were supplied for review. In general, applications, authorisations and reviews had been well constructed with significant and relevant intelligence cases included.
15. The Inspector recorded that training has been a constant feature since the last inspection with various sessions, both formal and informal, undertaken.
16. The Inspector noted the specific focus on retention and destruction of data gathered whilst utilising the covert powers recording that the SRO has implemented procedures to have the RMO periodically review and destroy material no longer required to be held. The Inspector considered this a good progression which should be strengthened further by consideration of guidance issued by the Inspector on this topic.
17. In conclusion, the Inspector noted that the SRO has been instrumental in developing a strong ethos of compliance within the Council. It is commendable that this has included regular training, the tactical oversight provided by the RMO, and the updating of policies and procedures.

RIPA Officers Group

18. The RIPA officer group have continued to meet on a quarterly basis with a defined work programme and schedule including the review of the Corporate Guidance, in house practices and training to officers undertaking this work. The future work programme includes a review of the feedback following the inspection.

Training

19. The Investigatory Powers Commissioners Office, which oversees the use of covert surveillance by designated public authorities, places a high value on training. RIPA training was last held in March 2020.
20. In addition to training delivered externally, the RIPA monitoring officer also delivered training to a number of teams within the Council, including the newly formed fly tipping team as well as providing guidance and support to officers and teams in respect of RIPA.

Changes in Legislation and National Practice

21. There have been no changes to legislation or national practice during the period reported. The Senior Responsible Officer and RIPA Monitoring Officer continue to monitor any changes in legislation and guidance and where necessary will implement changes in the practice to reflect those changes.

Review of the Councils Corporate Guidance on RIPA

22. The established practice has been to review the Corporate Guidance on RIPA annually. This was undertaken with only minor amendments to reflect organisational changes to the Council and changes of officers. Following the recommendations from the inspection these will inform any changes to the guidance which will be made in consultation with members of the RIPA officer group.
23. The Corporate Guidance will continue to be reviewed on an annual basis to reflect changes in practices, policies and legalisation.

Background Papers

- None

Contact: Kamila Coulson-Patel

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Appendix 1: Implications

Legal Implications

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

Finance

None.

Consultation

None.

Equality and Diversity / Public Sector Equality Duty

None.

Climate Change

None.

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

With the report it is recognised that there is a need for an education programme for the workforce.

Accommodation

None.

Risk

None.

Procurement

None.

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**Corporate Overview and Scrutiny
Management Board**

03 December 2021



**Resources – Quarter 2 September 2021:
Forecast of Revenue and Capital
Outturn 2021/22**

Ordinary Decision

Report of Paul Darby, Corporate Director of Resources

Electoral division(s) affected:

Countywide

Purpose of the Report

- 1 To provide details of the forecast revenue and capital outturn budget position for the Resources service grouping, highlighting major variances in comparison with the budget based on the position to the end of September 2021.

Executive summary

- 2 The quarter 2 forecast position shows that the service is forecasting a cash limit underspend of £0.588 million against a revised budget of £27.018 million.
- 3 The Resources Cash Limit balance carried forward at 31 March 2022 is forecast to be £2.769 million. Other earmarked reserves under the direct control of RMT are forecast to total £15.155 million at 31 March 2022.
- 4 The revised Resources capital budget is £13.805 million for 2021/22, with a total expenditure to 31 August 2021 of £1.819 million (13.2%). The profiled budget for this period is £2.142 million, therefore expenditure is marginally below profiled / expected spend in the year to date.
- 5 In arriving at the forecast outturn position, the service is declaring £2.711 million of additional costs, and lost income and relating to Covid-19 and £0.658 million of Covid-19 related underspends. The net Covid-19 impact is therefore £2.053 million, and this will be covered corporately by utilising Central Government grants wherever possible.

Recommendation(s)

- 6** Corporate Overview and Scrutiny Management Board is recommended to note the forecast of outturn position.

Background

7 County Council approved the Revenue and Capital budgets for 2021/22 at its meeting on 24 February 2021. These budgets have subsequently been revised to account for grant additions/reductions, corporate savings/adjustments, budget transfers between service groupings and budget profiling between years. This report covers the financial position for the following major accounts maintained by the Resources service grouping:

- a) Revenue Budget - £27.018 million (original £21.425 million)
- b) Capital Programme - £13.805 million (original £16.334 million)

8 The original Resources General Fund budget has been revised in year to incorporate a number of budget adjustments as follows:

	<u>£,000s</u>
Transfer from Contingencies - Web Development Group	117
Transfer from Contingencies - Coroners Budget Pressures	192
Transfer from Contingencies - RC Lost SLA Income	103
Transfer to Interest Payable & similar Charges-Leasing	(9)
Transfer from CYPS - Business Support Post	23
Transfer to REG - Business Support Post	(26)
Transfer from AHS - Centralisation of First Aid Budgets	4
Transfer from CYPS - Centralisation of First Aid Budgets	5
Transfer from REG - Centralisation of First Aid Budgets	3
Transfer from Corporate ER/VR Reserve	33
Transfer from Office Accommodation Capital Reserve	66
Transfer from Commercialisation Support Reserve	2
Transfer from Business Support Reserve	50
Transfer from Human Resources Reserve	207
Transfer from Legal Expenses Reserve	30
Transfer from Benefit Take Up Reserve	198
Transfer from Digital Workforce Transformation Reserve	28
Transfer from Test & Trace Support Scheme Reserve	245
Transfer from Additional Restrictions Grant Reserve	4,237
Transfer from Archives Project Reserve	32
Transfer from Residents Research & Consultation Reserve	108
Transfer to Transformation Programme Reserve	(327)

Transfer from Resources Cash Limit Reserve	69
Transfer to Contingencies - Coroners Forecast Underspend	(38)
Transfer to REG – Additional Business Support Post	(29)
Transfer from CEO – Service Management	270
TOTAL	5,593

The revised General Fund Budget for Resources is £27.018 million

- 9 The summary financial statements contained in the report cover the financial year 2021/22 and show:
- The approved annual budget;
 - The actual income and expenditure as recorded in the Council’s financial management system;
 - The variance between the annual budget and the forecast outturn;
 - For the Resources revenue budget, adjustments for items outside of the cash limit to take into account such items as redundancies met from the strategic reserve, capital charges not controlled by services and use of / or contributions to earmarked reserves.
- 10 The service is forecasting a cash limit underspend of £0.588 million (2.18%) against a revised budget of £27.018 million. This compares to the previous forecast, reported at quarter 1 of a cash limit underspend of £0.290 million and is therefore an increase in the underspend of £0.298 million across the two forecasts.
- 11 The tables below compare the actual expenditure with the budget. The first table is analysed by Subjective Analysis (i.e. type of expense), and the second by Head of Service.

Type of Expenditure (Subjective Analysis) (£000's)

	2021/22 Budget £000	YTD Actual £000	QTR2 Forecast of outturn £000	Variance (under) / over spend £000	Items Outside Cash Limit £000	COVID- 19 Outside Cash Limit £000	Cash Limit Variance £000	Memo Item: Q1 Cash Limit Variance £000
Employees	68,106	27,534	67,864	(242)	(504)	(54)	(800)	(413)
Premises	7,912	126	7,888	(24)	-	(12)	(36)	(13)
Transport	767	190	541	(226)	(1)	238	11	6
Supplies and Services	17,304	11,121	18,254	950	(379)	136	707	176
Third Party Payments	51	7	51	-	-	-	-	-
Transfer Payments	4,237	37,202	37,202	32,965	0	(32,965)	-	-
Central Support and Capital	27,477	53	28,005	528	-	-	528	238
Gross Expenditure	125,854	76,233	159,803	33,949	(884)	(32,657)	410	(6)
Income	(99,335)	(45,350)	(131,188)	(31,853)	251	30,604	(998)	(284)
Net Expenditure	26,519	30,883	28,617	2,098	(633)	(2,053)	(588)	(290)
HB Transfer payments	115,407	45,421	116,628	1,221	191	-	1,412	-
HB Central Support and Capital	300	-	300	0	-	-	0	-
HB Income	(115,207)	(370)	(116,619)	(1,412)	-	-	(1,412)	-
HB Net Expenditure	500	45,051	309	(191)	191	-	-	-
Total Net Exp	27,018	75,934	28,923	1,907	(442)	(2,053)	(588)	(290)

By Head of Service (£000's)

	2021/22 Budget £000	YTD Actual £000	QTR2 Forecast of outturn £000	Variance (under) / over spend £000	Items Outside Cash Limit £000	COVID- 19 Outside Cash Limit £000	Cash Limit Variance £000	Memo Item Cash Limit Variance Q1 £000
Central Establishment Recharges	(27,556)	-	(27,556)	-	-	-	-	-
Corporate Finance & Commercial Services	2,777	1,466	2,743	(34)	(45)	10	(69)	(5)
Financial & Transactional Services	14,896	7,910	15,654	758	251	(1,449)	(440)	(358)
Digital & Customer Services	17,220	7,816	17,808	588	(65)	(556)	(33)	101
Internal Audit and Insurance	1,085	424	1,107	22	(41)	21	2	(13)
Legal & Democratic Services	8,467	4,504	9,436	969	(663)	(378)	(72)	(56)
Service Management / Central Charges	(11,277)	99	(11,315)	(38)	-	1	(37)	3
People & Talent Management	2,764	1,022	2,822	58	-	22	80	69
Procurement Sales & Business Services	15,631	6,727	15,437	(192)	(70)	256	(6)	91
Transformation	871	292	791	(80)	-	8	(72)	(77)
Strategy	1,640	623	1,687	47	-	12	59	(45)
Net Expenditure Excluding HB	26,518	30,883	28,614	2,098	(633)	(2,053)	(588)	(290)
Housing Benefit	500	45,051	309	(191)	191	-	-	-
Net Expenditure	27,018	75,934	28,923	1,907	(442)	(2,053)	(588)	(290)

- 12 The table below provides a brief commentary on the variances against the revised budget analysed by Head of Service. The table identifies variances in the core budget only and excludes items outside of the cash limit (e.g. redundancy costs) and technical accounting adjustments (e.g. capital charges):

Head of Service	Service Area	Description	Year End (under) / overbudget £000	Year End (under) / overbudget £000
Central Establishment Recharges	Central Establishment Recharges	No material variances.	0	0
Corporate Finance & Commercial Services	Management	£7,000 overbudget on supplies & services	7	(69)
	Financial Systems	£4,000 underbudget on employees.	(4)	
	Pensions	No material variances.	0	
	Strategic Finance	£128,000 underbudget on employees. £1,000 underbudget on supplies & services. £46,000 underachieved income	(83)	
	Occupational Health	£53,000 underbudget on employees. £1,000 underbudget on supplies & services. £51,000 underachieved income.	(3)	
	Health and Safety	£35,000 overbudget on employees. £8,000 overbudget on supplies & services. £29,000 additional income.	14	
Procurement Sales & Business Services	Procurement	£25,000 overbudget on employees. £6,000 overbudget on supplies & services. £37,000 additional income	(6)	(6)
People & Talent Management	People & Talent Management	£138,000 overbudget on employees. £10,000 overbudget on supplies & services.	80	80

Head of Service	Service Area	Description	Year End (under) / overbudget £000	Year End (under) / overbudget £000
		£26,000 overbudget on central expenses (recharge of staff) £94,000 additional income.		
Finance & Transactional Services	Management	£18,000 underbudget on employees. £2,000 overbudget on supplies & services. £16,000 additional income.	(32)	(440)
	Service Management	£16,000 overbudget on employees £4,000 overbudget on supplies & services	20	
	Management Priority	£39,000 underbudget on supplies & services.	(39)	
	Payroll & Employee Services	£42,000 overbudget on employees. £2,000 overbudget on supplies & services. £40,000 underachieved income.	84	
	Financial Management	£74,000 overbudget on employees. £298,000 overbudget on supplies & services (including £242,000 relating to NECA) £83,000 overbudget on central expenses (including £55,000 staff recharge relating to NECA) £397,000 additional income (including £271,000 relating to NECA).	58	
	Revenues and Benefits	£143,000 underbudget on employees. £14,000 overbudget on supplies & services. £402,000 additional income.	(531)	
	Digital and Customer Services	Digital and Customer Services	£444,000 underbudget on employees. £27,000 underbudget on premises. £3,000 overbudget on transport. £49,000 underbudget on supplies & services (which includes an overbudget of £218,000 relating to	

Head of Service	Service Area	Description	Year End (under) / overbudget £000	Year End (under) / overbudget £000
		Oracle software as the saving will not be realised until 2022/23). £160,000 overbudget on central expenses (Direct Revenue Funding for capital scheme). £324,000 underachieved income.	(33)	(33)
Internal Audit and Risk	Insurance and Risk	£7,000 overbudget on employees.	7	2
	Internal Audit	No material variances	3	
	Corporate Fraud	£5,000 overbudget on employees. £13,000 underbudget on supplies & services.	(8)	
Legal and Democratic Services	Corporate and Democratic Core	£97,000 underbudget on employees. £4,000 underbudget on premises £3,000 additional income.	(104)	(73)
	Legal and Other Services	£181,000 overbudget on employees. £11,000 underbudget on premises £1,000 overbudget on transport £531,000 overbudget on supplies & services. £671,000 additional income.	31	
Resources Management & Central	Service Management	£37,000 additional income (NECA).	(37)	(37)
Strategy		£61,000 overbudget on employees. £3,000 underbudget on supplies & services. £2,000 underachieved income	60	60
Transformation		£59,000 underbudget on employees. £18,000 underbudget on supplies & services. £5,000 overbudget on central expenses (Unison branch)	(72)	(72)

Head of Service	Service Area	Description	Year End (under) / overbudget £000	Year End (under) / overbudget £000
Benefits Payments and Subsidy	Benefits	No material variances	0	0
TOTAL				(588)

- 13 In summary, the service grouping is on track to maintain spending within its cash limit.
- 14 The council has faced significant additional costs in relation to the Covid-19 outbreak and significant loss of income. In many areas the costs and loss of income for the two quarters are known. The likely impact over the remainder of the year however is much more uncertain. All additional costs and loss of income, net of Covid-19 related underspending, is being treated corporately and is therefore excluded from the cash limit.
- 15 The major areas of forecast additional cost and loss of income in respect of Resources are as follows:
- a) £0.243 million lost income in respect of the Registration Service;
 - b) £0.785 million shortfall in income in respect of court fees;
 - c) £0.276 million lost income in respect of Design & Print Services;
 - d) £0.258 million lost income in respect of traded ICT services;
 - e) £0.777 million lost income in respect of the new In-House Enforcement Service;
- 16 The major areas of forecast Covid-19 related savings in respect of Resources are as follows:
- a) £0.238 million in respect of vehicles and staff travelling;
 - b) £0.179 million in respect of postages;
 - c) £52,529 in respect of other hired and contacted services;
 - d) £29,170 in respect of court costs;
 - e) £49,697 in respect of stationery; and
 - f) £33,971 in respect of office printing.

Capital Programme

- 17 The original Resources capital programme was £16.334 million, and this has been revised for additions/reductions, budget transfers and budget profiling. The revised budget now stands at £13.805 million.
- 18 Summary financial performance to the end of August 2021 is shown below:

	Original Annual Budget 2021/22	Revised Annual Budget 2021/22	Profiled Budget 2021/22	Actual Spend 31/08/2021	Remaining Budget
	£000	£000	£000	£000	£000
Digital & Customer Services	16,309	13,780	2,138	1,817	11,963
Corporate Finance & Commercial Services and Finance & Transactional Services	25	25	4	2	23
Total	16,334	13,805	2,142	1,819	11,986

- 19 The revised Resources capital budget is £13.805 million with a total expenditure to 31 August 2021 of £1.819 million (13.2%). The profiled budget for this period is £2.142 million, therefore spend is marginally below profiled / expected spend in the year to date. A full breakdown of schemes and actual expenditure to 31 August 2021 is given in Appendix 2.
- 20 At year end the actual outturn performance will be compared against the revised budgets and at that time service and project managers will need to account for any budget variance.

Background papers

- a) County Council Report (24 February 2021) – Medium Term Financial Plan 2021/22 to 2024/25 and Revenue and Capital Budget 2021/22.
- b) Cabinet Report (15 September 2021) – Forecast of Revenue and Capital Outturn – Period to 30 June 2021.
- c) Cabinet Report (17 November 2021) – Forecast of Revenue and Capital Outturn – Period to 30 September 2021.

Other useful documents

- a) None

Author(s)

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Appendix 1: Implications

Legal Implications

The consideration of regular budgetary control reports is a key component of the Council's Corporate and Financial Governance arrangements. This report shows the forecast spend against budgets agreed by the Council in February 2021 in relation to the 2021/22 financial year.

Finance

Financial implications are detailed throughout the report which provides an analysis of the revenue and capital outturn position.

Consultation

Not applicable.

Equality and Diversity / Public Sector Equality Duty

Not applicable.

Climate Change

Not applicable.

Human Rights

Not applicable.

Crime and Disorder

Not applicable.

Staffing

Not applicable.

Accommodation

Not applicable.

Risk

The consideration of regular budgetary control reports is a key component of the Councils Corporate and Financial Governance arrangements.

Procurement

The outcome of procurement activity is factored into the financial projections included in the report.

Appendix 2 Resources Capital Programme 2021/22 – Detailed Monitoring Statement to 31 August 2021

Resources	Revised Annual Budget	Profiled Budget	Actual Spend	Remaining Budget
	2021/22	2021/22	30-Aug-21	2021/22
	£000	£000	£000	£000
Big Data	56	-	54	2
Broadband / Digital Durham	7,932	171	171	7,761
Code of Connection Compliance	270	-	-	270
Corporate Mail Fulfilment	33	24	22	11
Dark Fibre installations and Circuit/Microwave Upgrades	166	-	-	166
Homeworking	733	10	32	701
Mobile Device Management	144	45	45	99
Ongoing Server replacement	826	545	545	281
Replacement of Desktop ICT Equipment	1,993	968	573	1,420
Sharepoint Architecture	23	-	-	23
Tanfield Datacentre LAN Switching Replacement	30	-	-	30
Applications and Development	-	-	-	-
Customer Relation Management System	78	-	2	76
Switch Replacement -Hardware	177	-	-	177
Middleware Software - Enterprise Application Integration	230	11	11	219
Integrated Customer Service Prog.	47	1	-	47
End Device Patching	4	-	-	4
Technical Services	739	343	343	396
ICT Service Desk Repl	300	20	20	280
ICT Services Include Design and Print Total	13,781	2,138	1,818	11,963
Migration of HR/Payroll Functionality	25	4	2	23
Financing Resources Total	25	4	2	23
RES Total	13,806	2,142	1,820	11,986

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**Corporate Overview and Scrutiny
Management Board**

3 December 2021

**Customer Feedback Report, Quarter
Two, 2021/22**



Report of Corporate Management Team

Paul Darby, Corporate Director of Resources

**Councillor Susan McDonnell, Cabinet Portfolio Holder for Digital
and Customer Services**

Electoral division(s) affected:

Countywide

Purpose of the Report

- 1 This report brings together a wide range of information collected from our customers and describes their experiences of using our services. The information contained in this report relates to the 12 months to 30 September 2021 (1 October 2020 to 30 September 2021), and compares performance to the same period in the previous year.

Executive summary

- 2 Information, such as our customers' satisfaction / dissatisfaction with and general experiences of the services and support we provide, is an important resource for improving customer service and aligning our actions with customer need.
- 3 This report covers the following range of feedback:
 - (a) an overview of contact through our Customer Services Team,
 - (b) a summary of customer satisfaction outcomes through completed surveys and compliments received,
 - (c) a selection of customer suggestions and their outcomes,
 - (d) an overview of comments relating to our policies, procedures, and decision-making,

- (e) our performance in dealing with complaints (both statutory and non-statutory corporate complaints), and
 - (f) recent developments that enhance the customer experience.
- 4 In the twelve month period ending 30 September 2021 the Council received almost 1.7 million contacts through its various reported channels. Although the telephone remains the most frequently used channel for contacting us, with nearly eight in every ten customers choosing this method, we continue to see an increasing volume of customers who choose to interact with us via our digital channels.
 - 5 During the second quarter of this financial year, 9,000 more residents signed up for an online account - taking the number of residents who can engage with us through this method to more than 234,000. This equates to almost 157,000 unique properties.
 - 6 Generally, just over a quarter of all contact leads to the creation of a service request in our Customer Relationship Management (CRM) system. The remaining three quarters are from customers seeking advice or more information, wanting to be transferred to another team, booking an appointment, or requesting a progress update.
 - 7 Since the start of the pandemic, there has been a steady increase in the number of service requests received. (+26% / +95,000 over the 12-month period ending 30 September).
 - 8 To support the monitoring of delivery timescales of service requests logged within our CRM system, we have applied performance standards within the system where possible.
 - 9 76% of service requests processed during the 12 months ending 30 September 2021 were assessed against a defined performance standard. The performance standard was met in 74% of cases. This is an increase of 15 percentage points on the previous quarter and just slightly lower than the 77% recorded for the 12 month period ending 30 September 2020. However, it should be noted that over the same period, service requests increased by 26%.
 - 10 A detailed review of all service requests within our CRM system that are not currently assessed against a performance standard is currently underway. We have completed the initial phase of this activity and have identified a range of service improvements linked to systems, data and reporting, training, and member experience. An update of these improvements will be provided within the quarter three report.

- 11 Our CRM System enables customer satisfaction surveys (CSS) to be automatically sent to the customer when their service request (SR) is closed.
- 12 Over the 12 months ending 30 September 2021 we sent 104,814 surveys to our customers and received 15,691 responses (15%) which was an increase on the previous period where 10,039 responses (4.7%) were received.
- 13 The highest levels of satisfaction with service delivery were received by seven areas – each of which attained more than 90%. These areas were early help (97%), bulky waste collections (96%), waste permit requests (96%), birth death and marriage certificate requests (95%), garden waste - join the scheme (95%), council tax account (94%), and council tax change of payment method (93%).
- 14 Six areas recorded the lowest levels of satisfaction (less than 70%). These were requesting a new bin replacement/repair (42%), service complaints (53%), dog and litter bins (61%), clearing litter (64%), tree or hedge pruning / removal (67%), and warm homes (67%).
- 15 Levels of dissatisfaction are mainly linked to not keeping customers informed of progress, not explaining our decision making and taking too long to complete tasks and respond. It is important to note that the ongoing response to the pandemic and increased demand have led to extended service delivery times over the reporting period. These areas will be the focus of a detailed review over coming months.
- 16 During the 12 months ending 30 September 2021, we received 2,683 corporate complaints – 303 more (+13%) than in the same period last year. Of those investigated, 49% were upheld, which is on par with previous years.
- 17 During the 12 months ending 30 September 2021, 197 complainants were dissatisfied with the response to their complaint (45 of these relate to the period 1 July to 30 September 2021) and asked for it to be escalated to independent investigation by the Customer Feedback Team.
- 18 Analysis of a sample of these investigations highlights that 24% could have been avoided through either timelier or more comprehensive updates on the initial complaint handling, and/or completion of the agreed action in the first instance.
- 19 We continue to monitor our performance for statutory complaints that arise from our duties as a local social services authority.

- 20 As of 30 September 2021, around 19,000 adults and 3,900 children and young people were being supported by Adult and Health Services (AHS) and Children and Young People's Services (CYPS) respectively.
- 21 AHS received a total of 82 complaints over the reporting period, a 11% increase on the previous year with 18% of these upheld and 31% partially upheld. This correlates with an increase in adults open to services (18,753 compared to 16,746 last year).
- 22 The most frequent reasons for making a complaint were dissatisfaction with charges (17 complaints), lack of communication – no information received (15 complaints) and speed of service (15 complaints).
- 23 CYPS received a total of 43 complaints over the reporting period, a 27% decrease on the previous year with 7% upheld and 35% partially upheld. This contrasts with an increase in children receiving social care (3,902 compared to 3,596 last year).
- 24 Due to the complexity of CYPS complaints, up to three reasons can be recorded for each. During the 12 months ending 30 September, the most frequently recorded reason for making a complaint (17 complaints) was communication. Fifteen complaints featured disagreement (with action/ assessment/ decision/ recorded information) and staff behaviour in 13 complaints.
- 25 During the 12 months to 30 September 2021, the Ombudsman delivered decisions relating to 74 complaints, of which 19 were upheld. Of the 14 decisions delivered during quarter two, two were upheld (14%).
- 26 Despite the pandemic, we have continued to act on feedback from our customers and conduct focused service improvement activity which has led to the implementation of a range of developments to enhance their experience. We continue to measure the impact of this activity and analyse and utilise feedback to support ongoing improvements.

Recommendation(s)

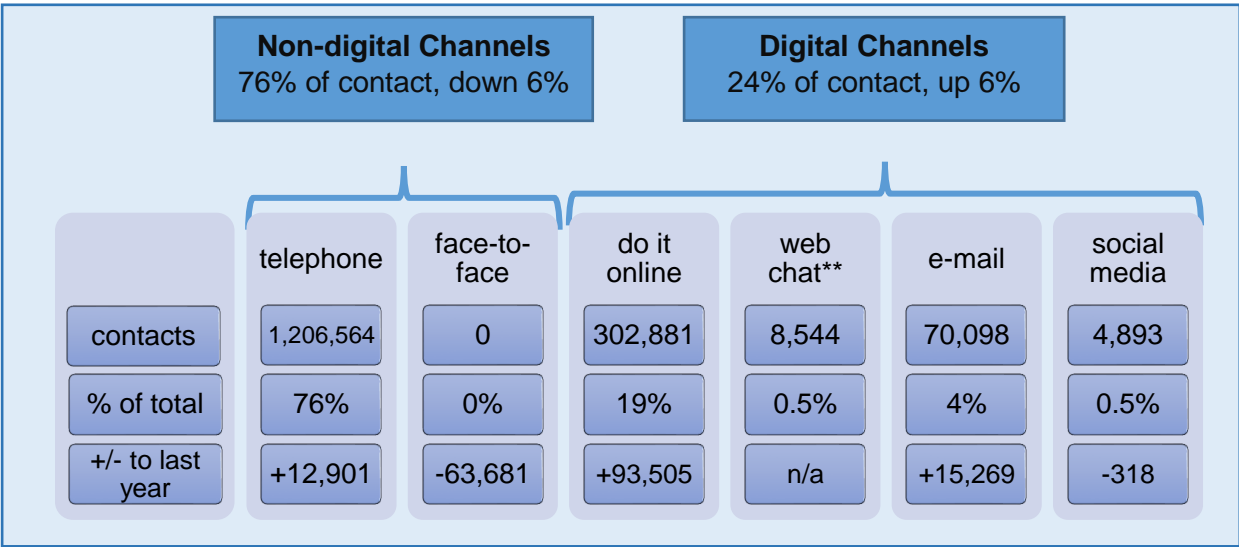
- 27 Corporate Overview and Scrutiny Management Board is recommended to note the content of the report.

Background

- 28 Successful organisations understand their customers and one way to gain this valuable insight is by gathering and utilising customer feedback.
- 29 The customer feedback report brings together a wide range of information collected from our customers which describes their experiences of using our services.

Contact through our customer services team

- 30 The ongoing response to COVID-19 continues to shape our customer service offer in terms of new and existing services delivered and the ways in which our customers and residents can contact us.
- 31 Our Customer Access Points (CAPs), closed along with all council buildings at the start of the pandemic, re-opened to the public on 30 September 2021. Early indications suggest demand for face-to-face contact is low – an update will be provided in the quarter three report.
- 32 During the 12 months ending 30 September 2021, we received almost 1.7 million contacts through our reported channels with over 900k being handled by our corporate customer services team. This contact was through both non-digital and digital channels and is summarised in the infographic below.



Non-Digital Channels

- 33 In line with previous reports, the telephone remains the most frequently used channel for contacting us, with nearly eight in every ten customers choosing this method.

- 34 Broadly speaking, we receive telephone calls either through our Automatic Call Distribution (ACD) system, which routes calls to groups of agents based on a first-in-first-answered criteria, or directly to a telephone extension (non-ACD).
- 35 Only calls received via our ACD system are included in our telephone statistics. Therefore, as part of our initiative to develop a customer-focused, one-council approach to service delivery, we are transferring non-ACD lines into the ACD system. This will allow us to see a more holistic view of telephony demand and performance across the council, and to monitor and identify opportunities to improve and enhance the customer experience.
- 36 Therefore, although reported call volumes appear to have increased over the last 12 months, this is mainly due to us transferring our non-ACD lines to our ACD system. During quarter two, five telephone lines were transferred to ACD: Pest Control, Clean and Green, Litter, and MyView support.

Digital Channels

- 37 Although the telephone remains the most popular method overall, more customers are choosing to interact with us via our digital channels.
- 38 During quarter two, an additional 9,000 residents signed up for an online account - taking the number of residents who can engage with us through this method to more than 234,000. This equates to almost 157,000 unique properties.
- 39 The movement from non-digital to digital channels is particularly noticeable across customers logging service requests within our CRM system. A clear shift from telephone to online can be seen, as per the table below:

		proportion of service requests logged by channel – 12 months ending 30 Sep	
		2020	2021
Non digital	Telephone	34%	27%
	Face-to-face	4%	0%
	Total	38%	27%
Digital	Do it online portal	57%	67%
	Other digital*	5%	6%
	Total	62%	73%

*social media (Facebook and Twitter), web chat, e-mail, virtual appointments

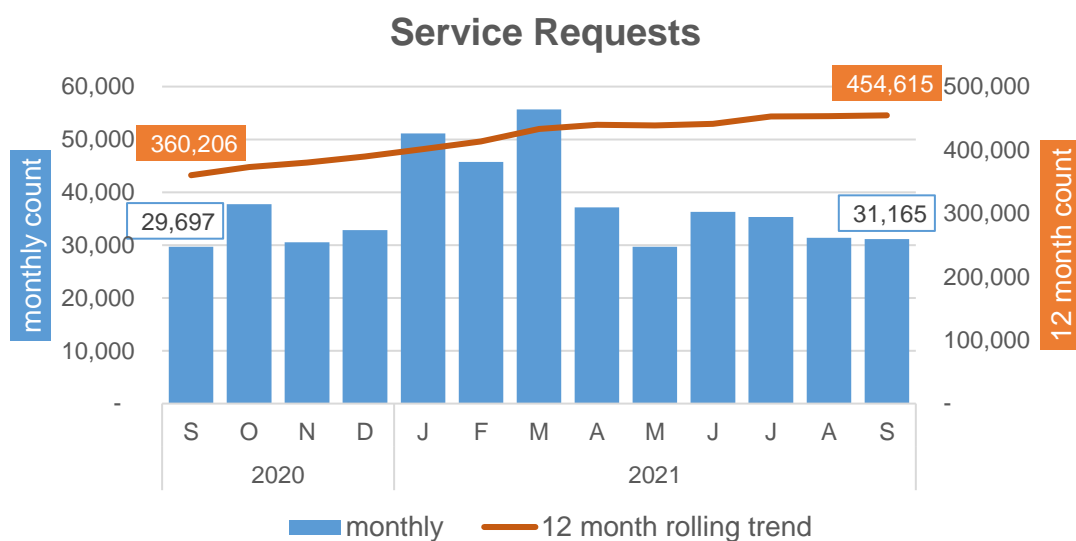
- 40 Our webchat service, now available across more than 30 web pages, had previously shown a quarter-on-quarter decrease. However, this was reversed during quarter two with a 41% increase.

	Q1, 2020/21	Q2, 2021/22	Change	
Webchat interactions	1,420	1,997	+577	+41%
COVID related	756	1,039	+283	+37%
Non-COVID related	664	958	+294	+44%

- 41 The increase was mainly driven by more chats across the areas of benefits and council tax (1,039, +60%), COVID-19 support (368, +37%) and general enquiries (542 +31%).

Service Requests

- 42 Around 25% of customer contact leads to the creation of a service request in our CRM system. The remaining 75% relates to customers seeking advice or more information, wanting to be transferred to another team, booking an appointment, or requesting a progress update.
- 43 Since the start of the pandemic, there has been a steady increase in the number of service requests received. Almost 95,000 additional service requests were received in the 12 months ending 30 September 2021, than in the 12 months to 30 September 2020, an increase of 26% on the previous year.



- 44 The increase reflects the impact of the pandemic on council services, with residents contacting us for financial support (both personal and business related), reporting issues such as litter, fly-tips and noise in greater numbers (arising from people spending more time at home / within their local area) and requesting us to enforce specific COVID-19 restrictions.
- 45 Although the number of service requests continued to increase during quarter two, the rate of increase has slowed.
- 46 Over the 12 months ending 30 September, the ten most frequently requested services were:



Performance Standards

- 47 To enable us to monitor delivery timescales of service requests logged within our CRM system, we have applied performance standards within the system where possible.
- 48 We do not apply performance standards if the process is not fully managed within the CRM. We also did not apply performance standards to many of the COVID-related service requests, partly due to the speed of the set-up, but also due to the complexity and unknown elements of the request which often resulted in required modifications as the pandemic progressed.
- 49 As a result, 76% of service requests processed during the 12 months ending 30 September 2021 were assessed against a performance standard. The performance standard was met in 74% of cases – slightly lower than the 77% recorded for the same period last year. However, it

should be noted that over the same period, service requests increased by 26%.

- 50 We are undertaking a detailed review of all service requests within our CRM system that are not currently assessed against a performance standard. We have completed the initial phase of this review and have identified a range of service improvements linked to systems, data and reporting, training, and member experience. An update of these improvements will be provided within the quarter three report.

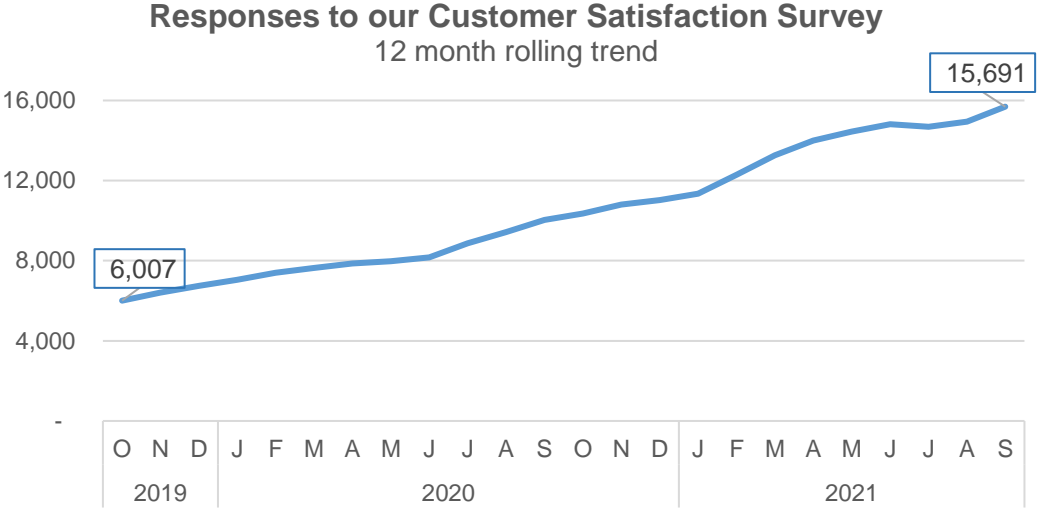
Customer satisfaction - surveys and compliments

- 51 Our Customer Relationship Management (CRM) System enables customer satisfaction surveys (CSS) to be automatically sent to the customer when their service request (SR) is closed.
- 52 This provides us with the potential to reach customers linked to approximately 70% of the service request types recorded in our CRM. It is important to note that we are only able to do this if a valid email address is provided and as a result, we currently contact around 55% of customers and continue to deliver a range of activity to increase the number of valid email addresses and other contact information we hold.
- 53 As can be seen in the table below, our overall survey response rate as a proportion of service requests is low – albeit improved over the last two years.

Service requests linked to our customer satisfaction survey		
Number	1 Oct 2019 to 30 Sep 2020	1 Oct 2020 to 30 Sep 2021
Service Request types	105	117
Service Requests received	289,498	342,533
Surveys emailed to customer	214,049 (74%)	104,814 (31%)
Responses to survey	10,039 (4.7%)	15,691 (15.0%)
Response as a % of service requests	3.5%	4.6%

- 54 During quarter two, fewer surveys were emailed to our customers due to essential system configuration work that was undertaken during the period. This work has now been completed and we expect the number of surveys issued to increase accordingly going forward.

55 Despite fewer surveys being emailed to customers, more responses were received. This is due to our continuing work to link the survey to more service requests and capture more customer email addresses. Over the last two years, the number of responses has increased by 60%.



56 Whilst the satisfaction survey is linked to 117 service request types, 90% of the survey responses received during the 12 months ending 30 September related to only 21 service request types (see appendix five). Eight service request types, summarised in the table below, made up 70% of total responses.

	Response Rate	
	Surveys returned / total SRs	
	1 October 2019 to 30 September 2020	1 October 2020 to 30 September 2021
Bin: missed collection	6.3% 1,477 / 23,347	19% 5,667 / 29,909
Bulky Waste	0.1% 14 / 25,247	3.0% 953 / 32,085
Complaint	5.5% 236 / 4,283	15.8% 858 / 4,781
Council tax – change of payment method	11.2% 584 / 5,205	10.6% 563 / 5,309
Fly-tipping	4.5% 666 / 14,712	6.4% 943 / 14,803
Join the garden waste scheme	1.1% 381 / 35,005	0.9% 477 / 54,351

	Response Rate	
	Surveys returned / total SRs	
	1 October 2019 to 30 September 2020	1 October 2020 to 30 September 2021
Road or footpath	8.4% 459 / 5,458	7.3% 671 / 9,233
Street lighting	10.5% 668 / 6,351	11.4% 760 / 6,640

- 57 Whilst increased response rates have been achieved over five of the eight service request types, there was significant variance in response rates ranging from 0.9% to 19%. This is linked to both the volume of requests we receive for different types of request and the nature of the requests themselves. We continue to identify options to reduce this variance and additional ways to capture feedback.
- 58 We have analysed all survey responses received during the 12 months ending 30 September 2021 against our nine key measures as per the infographic below.



- 59 Satisfaction rates vary significantly across different service request types and must be considered in line with the volume of service requests and volume of responses (see appendix five). Further analysis

has been completed to support an understanding of satisfaction with service delivery based on service request type.

- 60 The highest levels of satisfaction with service delivery were received by seven areas – each of which attained more than 90%. These areas were early help (97%), bulky waste collections (96%), waste permit requests (96%), birth death and marriage certificate requests (95%), garden waste - join the scheme (95%), council tax account (94%), and council tax change of payment method (93%).
- 61 Six areas recorded the lowest levels of satisfaction (less than 70%). These were requesting a new bin replacement/repair (42%), service complaints (53%), dog and litter bins (61%), clearing litter (64%), tree or hedge pruning / removal (67%), and warm homes (67%).
- 62 Increased levels of dissatisfaction are mainly linked to not keeping customers informed of progress where requests fall outside of agreed delivery timeframes, not explaining our decision making, taking too long to complete tasks and requests being closed as resolved yet the matter is still outstanding.
- 63 Further analysis of the reduction in levels of customer satisfaction regarding interactions with these six areas as identified the following:
- *New bin replacement/repair* – bin supply issues remain a challenge for the service who are unable to fulfil requests for new bins or replacements for damaged bins. With stock not expected until January 2022, the service will likely remain an area with low customer satisfaction.
 - *Dog and litter bins* – impacted by the bin supply issue.
 - *Service level complaints* – timeliness of acknowledgement and responses from service areas is the biggest driver for dissatisfaction.
 - *Clearing litter* – although staffing levels have been impacted by COVID, the team are consistently cleaning the same areas within towns and villages within the same timescales as standard. There has been a notable increase in the volume of litter being seen in verges due to litter being thrown from vehicles. Investment has been made in litter signage with these being placed in hotspot areas across the county and moved frequently to maintain impact.
 - *Tree or hedge pruning/removal* – There has been no change to the programme, however the team have identified a notable increase in the volume of requests where the responsibility for maintenance does not lie with Durham County Council.

- *Warm homes* – lack of contact with the customer generated from two key issues. The first was linked to enquires routed through the CRM portal being configured to send an automated closure response to the client before contact had been made. Measures have been put in place to delay the auto response time the client has been contacted in advance of the closure response. The second issue involved the launch of a new energy grant for air source heat pumps (ASHP) which was required to commence at pace and without a dedicated portal being in place to accept enquiries. As a short-term temporary solution, the existing Warm Homes online portal was used and as a result this required contact to be forwarded to a separate team with any delays reflecting on the warm homes team performance. A new and separate portal is being developed for ASHP enquiries.

64 We are in the process of completing more detailed analysis of our data to better understand our customers' experiences and put actions in place to improve their experiences. We are focusing on deep dives of our satisfaction data (and link back to service provision) and customer suggestions. A progress update will be provided in the quarter three report.

Customer Compliments and Star Rating Feedback

65 During the 12 months ending 30 September, we received 1,202 compliments, 35% more (+313) than the same period the previous year.

66 In line with previous reports, most of the compliments related to satisfaction with service provision – although we did also receive praise due to the actions of specific individuals.

67 A small sample of the 198 compliments received during quarter two, 2021/22 is attached at Appendix two.

68 In addition to compliments, we collect star ratings from customers who request a service via an online form. The rating helps us understand the customer's experience when logging their request and identifies opportunities for improvement.

69 During the 12 months ending 30 September, we received more than 104,000 ratings, 33% more (+25,621) than the same period last year. Almost two thirds related to five star rated service requests handling.

All Service Request Types 12 months ending...	Star ratings received	Proportion of star ratings received				
		5-star	4-star	3-star	2-star	1-star
30 September 2020	78,632	64%	17%	12%	2%	4%
30 September 2021	104,253	66%	19%	8%	2%	5%

70 40% of ratings related to one of five service areas.

All Service Request Types 12 months ending 30-Sept-2021	Star ratings received	Proportion of star ratings received				
		5-star	4-star	3-star	2-star	1-star
Garden waste – join the scheme	20,998	62%	23%	9%	3%	3%
Customer Satisfaction Survey	13,110	60%	19%	8%	3%	9%
Waste permit	7,273	85%	9%	3%	1%	2%
Bin: Not Emptied	5,650	62%	16%	7%	2%	13%
Fly Tipping	3,931	65%	22%	7%	2%	4%

Customer suggestions

71 During the 12 months ending 30 September 2021 we received 550 customer suggestions, 92 fewer than the same period last year.

72 Whilst we receive and review a considerable number of suggestions, the majority have been addressed previously and/or considered as part of service development.

Comments relating to policies, procedures, decision-making and feed and charges.

73 To understand the impact of our policies, procedures and decision making and to support development in these areas we capture and analyse the comments we receive. We then provide feedback to the relevant service areas / teams to support opportunities for improvement and development of policies and procedures.

74 The following table summarises the feedback received over the 12 months ending 30 September 2021.

27 objections to our decisions (-5)	Five objections related to operating hours / building closures and two for not proceeding with a customer's complaint. The remainder were mainly operational decisions, e.g., road closures.
114 dissatisfied with fees and charges (+10)	33 related to leisure centres, 18 to waste (mostly replacement bins (14), garden waste (2) and bulky waste (2)), and 13 to council tax.
168 comments about policies / procedures	77% related to policies and procedures linked to waste collection and disposal. - 44% related to our Household Waste Recycling Centres (74 comments)

(-27)

- 33% to our Refuse and Recycling Service (55 comments)

Priority Correspondence

75 During the 12 months ending 30 September, we received 2,645 items of priority correspondence¹.

76 All teams are working to a response deadline of 10 working days from receipt of enquiry, except the Resources service grouping which is working to a response deadline of four working days.

	No. enquiries received	Responded on time		Responded late	
Apr-Jun 2021	542	373	69%	169	31%
Jul-Sep 2021	532	317	61%	215	39%

Our performance in dealing with complaints (both statutory and corporate)

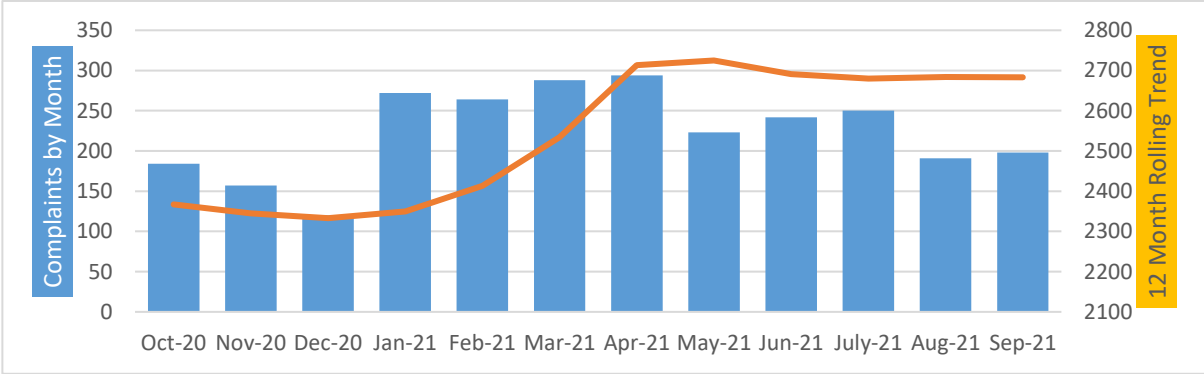
77 Each of the complaint types (statutory complaints that arise from our duties as a local social services authority and corporate complaints that cover all other complaints) is subject to its own processes and policy, so is reported separately.

Corporate Complaints

78 During the 12 months ending 30 September 2021, we received 2,683 corporate complaints – 303 more (+13%) than the previous year. Of those investigated, 49% were upheld, which is on par with previous years.

¹ Priority correspondence relates to correspondence sent directly to the Chief Executive, Member of Parliament or Corporate Directors

79 As shown in the graph below, most of the increase occurred in the final quarter of 2020/21 (January to March) and coincided with a significant increase in service requests over the same period. Even so, as of 30 September 2021, the ratio of complaints to service requests was 0.6% or six complaints for every 1,000 service requests.

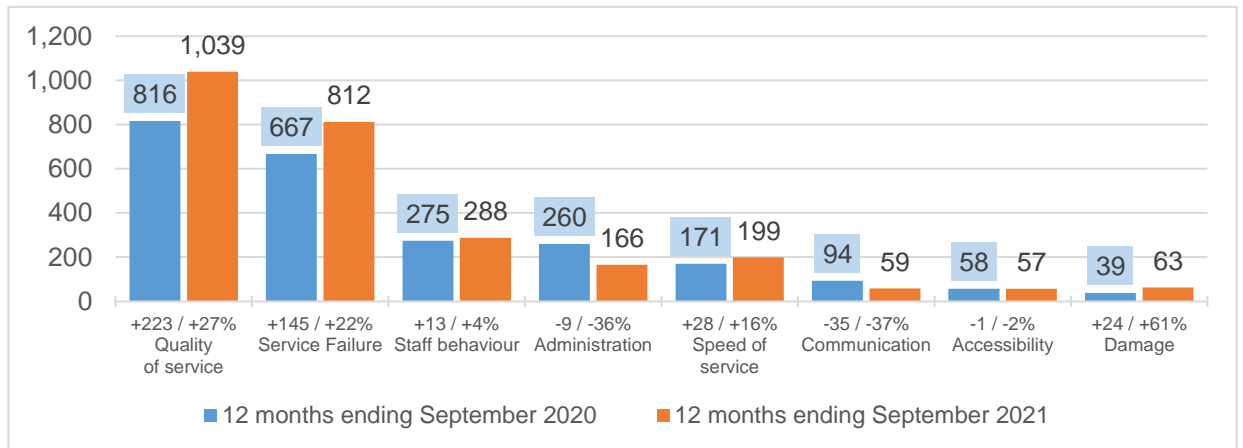


80 54% of service level complaints were completed and responded to within timescale, 46% were responded to outside of timescale. Compared with 51% and 48% the previous year.

81 The areas with the largest proportion of responses outside of the required performance standard for quarter two are Refuse and Recycling, Clean and Green and Highways.

82 Broadly speaking, corporate complaints can be categorised across eight specific areas.

Complaint Area	Complaint Area Description
1. Accessibility	We were inaccessible to the customer
2. Administration	Our administrative processes were poor causing inconvenience to the customer
3. Communication	We did not communicate effectively
4. Staff Behaviour	Our staff behaved badly
5. Service Failure	We did not do what we said we would
6. Speed of Service	We did not provide the service when we said we would
7. Quality of Service	We did not provide the service to the expected standard
8. Damage	We caused damage whilst carrying out our duties



83 'Quality of Service' (not providing the service to the expected standard) and 'Service Failure' (not doing what we said we would) remain the most frequent causes for complaint. Although both categories increased over the last 12 months, it is important to reflect that this also coincides with an increase in demand for services across this period.

84 For example, the main driver behind the increase in service failure complaints was 'not actioning a service request'. This increased from 88 to 211. Given that we received almost 95,000 additional service requests during the same period (when we were dealing with the pandemic and had reduced staffing levels) it is not considered unusual that some progressed to complaints.

85 Furthermore, if we consider complaints as a percentage of service requests (0.6% in the 12 months ending 30 September 2021, compared to 0.7% for the same period the previous year), we can see that proportionally, complaints have remained broadly the same.

86 Looking at more specific reasons for complaint. The most frequent cause remains missed bin collections – which makes up 19% of all complaints. Of those received and investigated in the 12 months ending 30 September 2021, 71% were upheld. However, it is important to note that whilst we received 513 missed bin complaints in the 12 months ending 30 September, 13 million bins were collected which represents a complaint to delivery ratio of just 0.004%.

Corporate complaints subjected to independent investigation

87 During the 12 months ending 30 September 2021, 197 complainants were dissatisfied with the response to their complaint (45 during quarter two, 2021/22) and asked for it to be escalated to independent investigation by the Customer Feedback Team. 87% of these were responded to within performance standard compared to 83% the previous year.

- 88 The 13% not responded to within performance standard were as a result of the complexity of the complaint extending lead times, in these cases customers were issued a holding response with explanation of the delay, a new response date and new response deadline.
- 89 Analysis of a sample of these investigations highlights that 24% could have been avoided through either timelier or more comprehensive updates from services, and/or completion of the agreed action in the first instance.

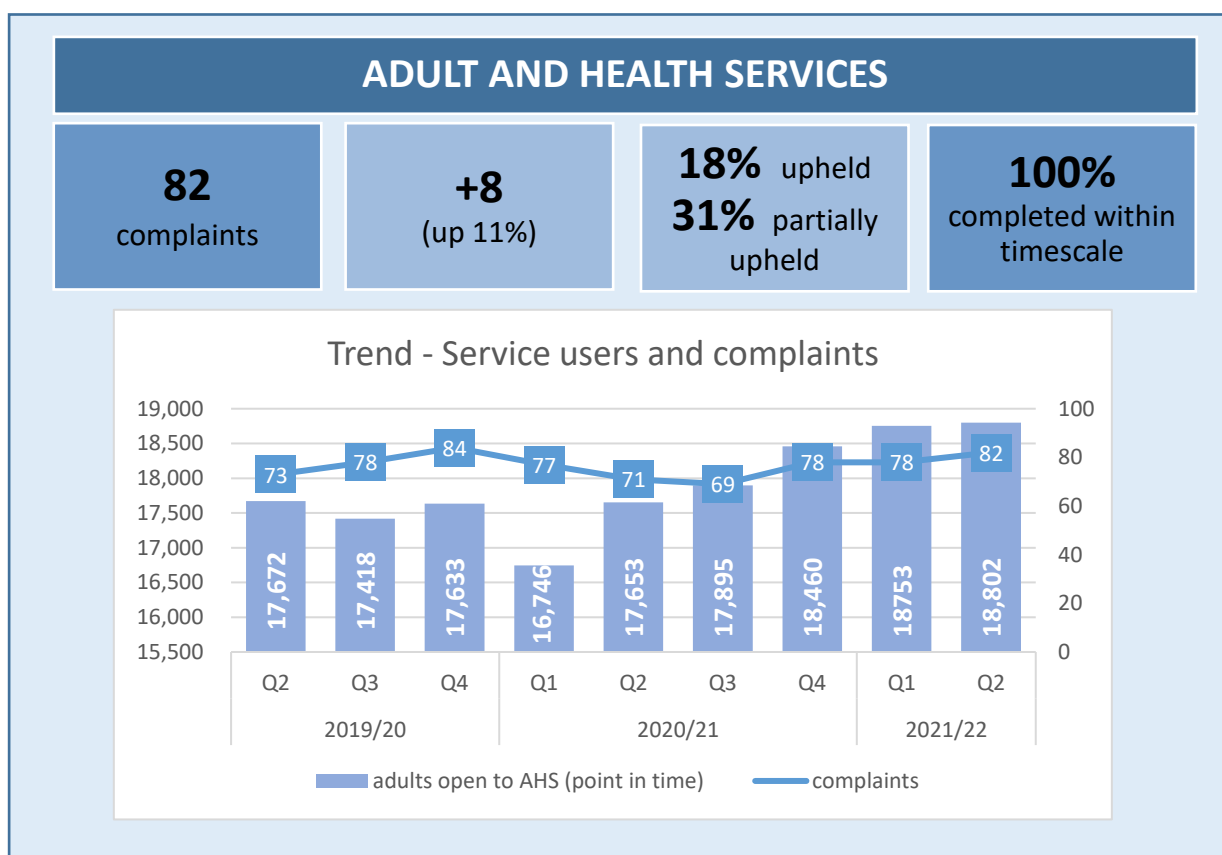


- 90 Details of complaints upheld by independent investigators during quarter two are included in Appendix three.

Statutory Complaints

- 91 As of 30 September 2021, around 19,000 adults and 3,800 children and young people were being supported by Adult and Health Services (AHS) and Children and Young People’s Services (CYPS) respectively.
- 92 Each service has its own distinct statutory complaints procedures, so the complaints made under each of these procedures are not directly comparable. Broadly speaking, users of AHS have voluntarily requested access to the service whereas the involvement of CYPS is primarily due to a child or young person being in need or at risk of significant harm.
- 93 Statutory complaints have traditionally been logged and tracked through a clerical system, overseen by a complaints officer who monitors progress, adherence to timescales, quality of response and completion of recommended actions.
- 94 A new case management system has now been introduced across social care within AHS (Azeus). The system has a complaints module that allows complaints to be logged upon receipt and updated in real-time. CYPS also intends to introduce a new complaints module using their case management system (Liquid Logic). Quality assurance will remain the responsibility of the complaint officers.

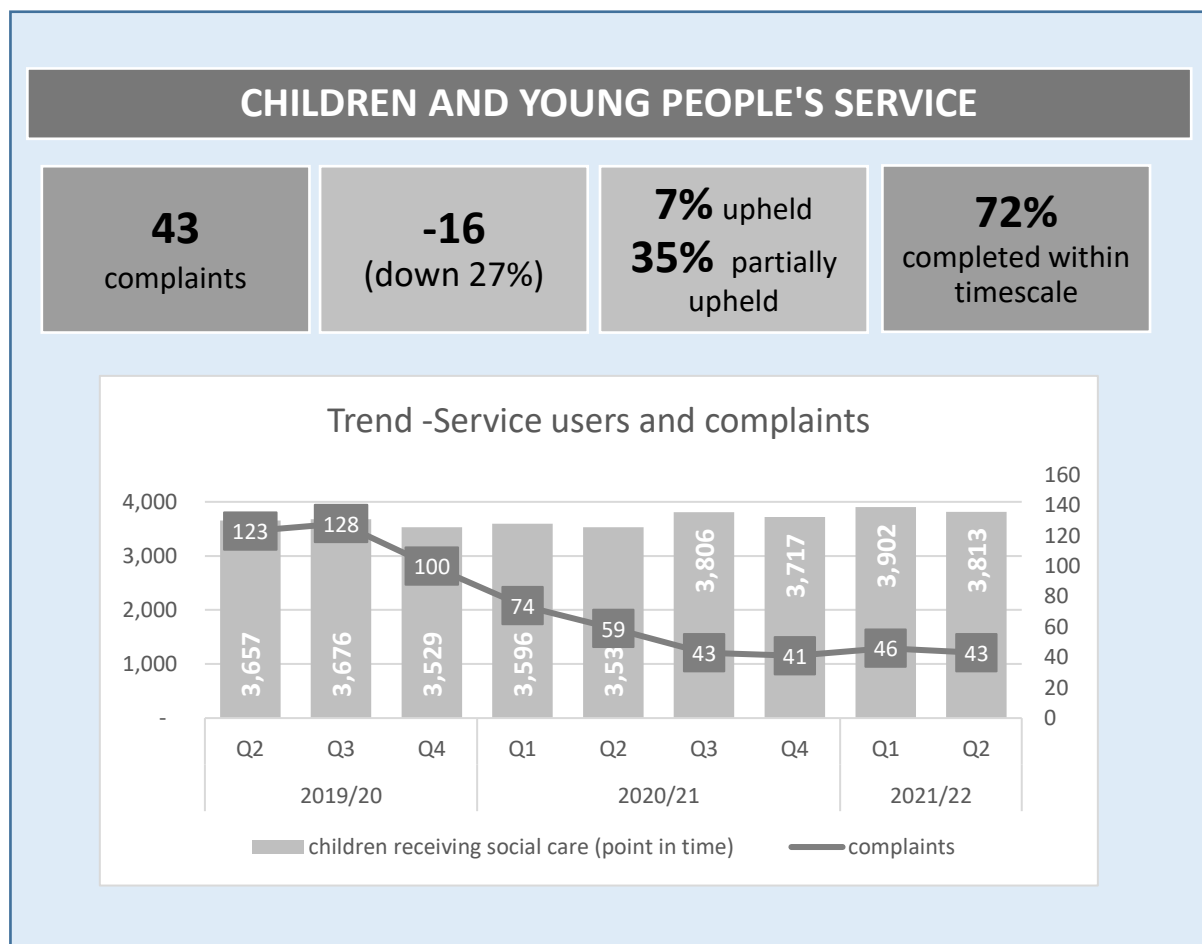
Adult Health Services



- 95 Of the 82 statutory AHS complaints received during the 12 months ending 30 September: 37% related to older people/physical disabilities/sensory impairment (30 complaints), 22% to learning disabilities/mental health/substance misuse (18 complaints) and 21% to Transactional Services (17 complaints) which deals with financial assessments/charging.
- 96 The most frequent reasons for making a complaint were dissatisfaction with charges (17 complaints), lack of communication – no information received (15 complaints) and speed of service (15 complaints).
- 97 During quarter two 2021/22, actions taken in response to complaints included:
- (a) reviewing decision-making processes, including the use of discretion, relating to calculating a service user's contribution towards the costs of their care and support.
 - (b) Amending correspondence relating to final account invoices to include an apology if delayed and outside the council's normal service standards.

- (c) reminding care provider of their responsibility to inform the council if care calls are consistently delivered in less than the allocated time.

Children and Young People's Services



- 98 Of the 43 statutory CYPS complaints received during the 12 months ending 30 September: 72% (31 complaints) related to the Families First teams (responsible for children in need, child protection plans, child, and family assessments (in cases of parental dispute)), 19% (eight complaints) related to teams involved with Children Looked After, and 9% (four complaints) related to the Children with Disabilities team.
- 99 Due to the complexity of these complaints, up to three reasons can be recorded for each. During the 12 months ending 30 September, the most frequently recorded reason for making a complaint (17 complaints) was communication. Fifteen complaints featured disagreement (with action/ assessment/ decision/ recorded information) and staff behaviour in 13 complaints.
- 100 During quarter two, actions taken in response to complaints included:

- (a) Working with the commissioning service to provide support services for children with disabilities.
- (b) Apologising to parents for not returning phone calls.
- (c) Issuing the minutes of Team Around the Family meetings.

Complaints to the Local Government and Social Care Ombudsman (the Ombudsman)

- 101 During the 12 months ending 30 September 2021, the Ombudsman delivered decisions relating to 74 complaints. Conclusions were reached based on details supplied by complainants, and in some instances, supplemented with contextual information from council officers.
- 102 Of the 14 decisions delivered during quarter two, two (14%) were upheld. Details are included in Appendix four.
- 103 Additional information regarding complaints escalated to the Ombudsman is available [here](#).

Recent developments that enhance the customer experience

- 104 We have continued with developments that enhance the customer experience and drive improvements across customer services through our Integrated Customer Service initiative and Unified Communications Strategy.
- 105 Project SignVideo which sits within the Integrated Customer Service programme will provide access to immediate telephony support for British Sign Language individuals (BSL) to communicate over video telephones and similar technologies with hearing people in real-time, via a sign language interpreter through a Video Relay Service. This project is due for implementation into corporate customer service in quarter four and aims to improve the ease and speed of contact for BSL users at first point of contact.
- 106 Extending channel choice is a core element of our digital transformation programme, having the ability to engage with residents in both new and traditional ways increases our ability to engage with and understand better the needs of our customers.
- 107 Project Bizvu which sits within the Unified Communications strategy is aligned to the enablement of new modern communication channels on platforms such as Facebook Messenger and WhatsApp into our contact centres and is due for implementation in 2022.

- 108 As we continue to adapt our ways of working, it essential we ensure that customer service agents have the right tools to do the job and deliver services to our residents effectively.
- 109 During quarter two, we continued to roll-out our new softphone-based telephony platform giving users access to contact centre features from their laptop allowing them to work from any location with an adequate internet connection. 14 more teams² moved to the new solution meaning the project is 77% complete and on track for all contact centres to be standardised by 31 December 2021.
- 110 During quarter one 2021/22, the Customer Access Point operating model was revised to facilitate a primary focus on digital inclusion through access to devices and assisted self-service support, capacity for officers to provide fully supported self-serve sessions with those customers who need it was created by moving all face-to-face interactions to 'appointment only'.
- 111 These changes were reflected in our revised Customer Service Charter and Standards and reflect our customer service ethos and the changing needs and expectations of our customers.
- 112 We are in the process of updating our customer satisfaction survey to both implement the changes required to reflect the adjusted Charter and Standards and to provide richer customer service. The changes are due to be tested and refined in quarter three with implementation planned by January 2022 to ensure a full data set for quarter four.
- 113 Throughout the quarter we continued to migrate telephone lines to our Automated Call Distribution (ACD) system³. Migrating these lines enables us to see an enhanced view of demand and performance statistics for all telephony contact, and thereby allows us to identify opportunities to improve the customer experience.
- 114 53% of services have now been fully migrated to the ACD technology – with Bereavement Services, NP Garden Waste, NP Litter, My view, NP Pest Control migrating in quarter two 2021/22.
- 115 The following CRM improvements were delivered during quarter two 2021/22 following customer feedback:

² Sundry Debtors, Welfare Assistance, Blue Badge, Financial Assessment, Deputy and Appointee, Integrated Transport Unit, Trade Waste, Refuse and Recycling, Payroll Menu, AHS collections and recovery, Enforcement, Bereavement, MyView helpdesk and Pest Control

³ Broadly speaking, we receive telephone calls either through our Automatic Call Distribution (ACD) system, which routes calls to groups of agents in line with 'first-in-first-answered' criteria, or directly to a telephone extension (non-ACD).

- (a) Updated the council tax change of payment method form to allow landlords to submit changes for multiple properties at the same time rather than submitted multiple forms; and
- (b) Added additional information and functionality to the Post-16 travel assistance application to avoid any repeat contact when processing applications.
- (c) In addition, the following new online forms and processes were developed and delivered / made live:
 - Fun and food programme
 - Problem Commercial Land and Properties
 - AAP funding application
 - Covid-19 Community buildings recovery support
 - Research Approval Group Application Form
 - Voluntary Community Sector Alliance process
 - Move – Start your journey! Referral form

Conclusion

- 116 Information as to whether customers are satisfied or dissatisfied with our services, as well as their general experience when accessing services and support, is an important resource for improving customer service and determining our actions in line with customer needs.
- 117 The ongoing response to COVID-19 continues to shape our customer service offer in terms of new and existing services delivered and the ways in which our customers and residents can contact us.
- 118 Since the start of the pandemic, there has been a steady increase in the number of service requests received and this has impacted the volume of complaints received as well as overall customer satisfaction.
- 119 However, despite the pandemic, we have continued with range of new customer focused developments aimed at enhancing user experience and continue to analyse and utilise feedback to support opportunities for improvement.

Background papers

- None

Other useful documents

- Previous Customer Feedback reports presented to Corporate Overview and Scrutiny Management Board.

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Appendix 1: Implications

Legal Implications

Not applicable.

Finance

Information on financial remedies in relation to the Local Government and Social Care Ombudsman is included within the report.

Consultation

None.

Equality and Diversity / Public Sector Equality Duty

Complaints regarding any equality and diversity aspect are handled in consultation with the Council's Equality Team.

Climate Change

None.

Human Rights

None.

Crime and Disorder

None.

Staffing

None.

Accommodation

None.

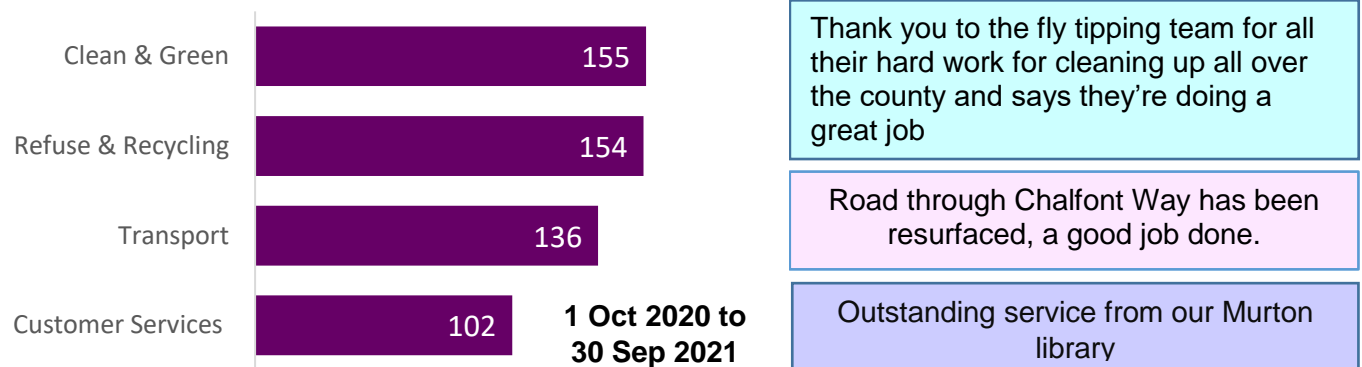
Risk

None.

Procurement

None.

Appendix 2: Sample of compliments received during quarter two, 2021/22



Thank you to the fly tipping team for all their hard work for cleaning up all over the county and says they're doing a great job

Road through Chalfont Way has been resurfaced, a good job done.

Outstanding service from our Murton library

Resurfacing work has just recently been carried out on Whitehill Way area Waldrige and wanted to say what a fantastic job was done with very little disruption.

Excellent service on unblocking street Culley

would like to pass on her heartfelt thanks for all the help and support that she has been given from the staff at Care Connect. She said she could not do without them.

Caller very complimentary about flower beds planted in places like Consett, Esh Winning, etc.

praise for quality of our service, Durham County Records Office

I visited the recycling centre and as on previous visits the staff were very pleasant and helpful.

Customer has recently had a pest control officer to his address and was extremely pleased with the service and wanted to thank the officer involved.

Hello there. I am just sending this message to share my thanks and gratitude to the bin collection team.

The BB team were super helpful

Customer wants to thank Staff for all their help re. Sorting out his Blue Badge

Customer is very pleased with how quick the Highways team repaired the potholes outside of her house. She wanted to pass on to her compliments to those involved.

The daughter of this resident phoned to say thanks for the help they provided to her mam. She said their attitude was commendable and we do an "awesome" job. She also complimented the staff saying they were really lovely.

We had a call through this evening from customer at life line, staff had assisted on a fall, the customer called in to say thank you for their assistance and for contacting the district nurse after her fall this morning.

Customer would like management to be aware of how hard the crew work on her round and that her 4-year-old son always waves to the & they wave back which is lovely. When they called today they left a toy recycling truck for the customers son and the customer says this is a lovely thing for them to do.

Customer would like to thank staff for the professional help and information she has been given whenever for she called for information on the service.

Brandon Primary School wanted to express their thanks for the work to get the pool back into operation

Customer wishes to compliment the staff at Thorpe Road Cemetery for the work they do such as Page 60 keeping the cemetery beautiful

I love the round flower beds at the bottom of Stanley High Street opposite the church. In particular I like the white/grey/orange/purple display.

Appendix 3: Independent investigations by Customer Feedback Team where corporate complaints were upheld

Complaint upheld	Recommendation
Customer moved into a supported living placement and paid for accommodation they believe the council should have paid for as part of the aftercare plan	Customer offered financial remedy to acknowledge the communication fault.
Council failed to arrange a care provider able to provide support identified in customer's care plan.	Council to pay fee and share the lessons learned with staff

Complaint partially upheld	Recommendation
Disagrees with decision not to revoke planning permission	Apologise to customer and offer financial remedy to acknowledge stress caused to the customer
Dissatisfied with action following their reports of odour emanating from a neighbouring property	Apologise to customer
Unhappy with lack of response to initial complaint	Apologise to customer for failing to keep accurate records relating to the customer's concerns
Inadequate feedback in relation to matters raised	Apologise to customer
Dissatisfied with actions taken following the customer's report about the general condition of surrounding areas	<p>Reiterate to the service area, the importance with dealing with service requests in a timely manner</p> <p>Neighbourhood warden to contact the customer and discuss their concerns</p> <p>Council to try to identify and contact the owner to encourage them to bring the property back into use</p>

Appendix 4: Complaints upheld by the Local Government and Social Care Ombudsman (the Ombudsman)

Ombudsman's final decision	Agreed action
<p>There was fault by the Council in its communication about changes to the complainant's accommodation status. This meant the complainant was not aware of their liability for paying accommodation costs after moving from a care home placement</p>	<p>Council to make the agreed payment to cover complainant's rental costs between December 2019 and February 2020.</p>
<p>Fault with the service of care agency</p>	<p>Council to apologise for the faults identified and the distress these have caused</p> <p>Pay £3,640 for not receiving any care support between April 2020 and April 2021, and a further £150 for the 31 missed calls between 20 Feb and 5 April 2020.</p> <p>Share the lessons learned around assessing fluctuating needs with relevant adult social care staff / assessors</p>

Appendix 5: Customer Satisfaction Survey: response rates and satisfaction with service delivery

Top 24 by number of survey responses – equates to 90% of responses

	Response Rate		Satisfaction with service delivery		Main reason(s) for dissatisfaction
	Surveys returned / total SRs		(change is only significant if it is =>2pp)		
	12 months ending		12 months ending		
	30 September 2020	30 September 2021	30 September 2020	30 September 2021	
Anti-social behaviour	4.1% 104 / 2,495	3.6% 86 / 2,398	82%	78%	The issue has not been resolved long term
Bin: new, replacement or repair	0.5% 123 / 23,668	0.5% 138 / 25,592	41%	42%	not keeping customers informed of progress and taking too long to complete task
Bin: missed collection	6.3% 1,477 / 23,347	19% 5,667 / 29,909	74%	75%	Time taken to return for the bin
Birth, death, or marriage certificate	8.1% 245 / 3,039	10.7% 416 / 3,883	97%	95%	Time taken to respond
Bulky Waste Collection	0.1% 14 / 25,247	3.0% 953 / 32,085	57%	96%	Time taken to complete the task
Complaints	5.5% 236 / 4,283	15.8% 858 / 4,781	61%	53%	not keeping customers informed of progress nor providing them with clear information. Also taking too long to complete task.
Council tax – change of payment method	11.2% 584 / 5,205	10.6% 563 / 5,309	95%	93%	Communication issues
Council tax account	7.4% 1,502 / 20,392	9.2% 125 / 1,366	96%	94%	
Dog bins or litter bins	7.6% 110 / 1,442	7% 128 / 1,841	81%	61%	not explaining our decision when unable to install/ relocate/ renew bin.

Appendix 5: Customer Satisfaction Survey: response rates and satisfaction with service delivery

Top 24 by number of survey responses – equates to 90% of responses

Age 64	Response Rate		Satisfaction with service delivery		Main reason(s) for dissatisfaction
	Surveys returned / total SRs		(change is only significant if it is =>2pp)		
	12 months ending		12 months ending		
	30 September 2020	30 September 2021	30 September 2020	30 September 2021	
					Also not completing task when we agreed to action in line with our existing schedule.
Dog fouling	10.2% 198 / 1,945	8.1% 164 / 2,022	66%	76%	The issue remains unresolved
Drainage and flooding	6.9% 140 / 2,024	8.1% 196 / 2,429	73%	74%	The issue remains unresolved
Early help referral	6.4% 73 / 1,135	9.8% 180 / 1,843	96%	97%	
Fly-tipping	4.5% 666 / 14,712	6.4% 943 / 14,803	85%	86%	The issue remains unresolved
Free school travel - apply	12.4% 205 / 1,651	13.2% 230 / 1,743	99%	97%	
Garden waste – join the scheme	1.1% 381 / 35,005	0.9% 477 / 54,351	95%	95%	
Litter	7.9% 243 / 3,070	4.9% 208 / 4,253	69%	64%	The issue remains unresolved
Road or footpath	8.4% 459 / 5,458	7.3% 671 / 9,233	78%	80%	The issue remains unresolved

Appendix 5: Customer Satisfaction Survey: response rates and satisfaction with service delivery

Top 24 by number of survey responses – equates to 90% of responses

	Response Rate		Satisfaction with service delivery		Main reason(s) for dissatisfaction
	Surveys returned / total SRs		(change is only significant if it is =>2pp)		
	12 months ending		12 months ending		
	30 September 2020	30 September 2021	30 September 2020	30 September 2021	
Rubbish in gardens and yards	3.7% 163 / 4,382	3.8% 173 / 4,519	79%	80%	Not keeping customer informed of progress. The issue remains unresolved
Street lighting	10.5% 668 / 6,351	11.4% 760 / 6,640	88%	83%	The issue remains unresolved
Tree or hedge pruning, removal	10% 463 / 4,615	10.5% 475 / 4,537	67%	66%	The issue remains unresolved
Warm homes	9% 116 / 1288	15.2% 221 / 1,457	90%	67%	Nobody contacted the customer
Waste permit	0.5% 152 / 31626	0.6% 236 / 39,207	95%	96%	The time taken to receive the permit

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**Corporate Overview and Scrutiny
Management Board**

3 December 2021

**Overview and Scrutiny Six Monthly
update to Council**



Report of Corporate Management Team

Paul Darby, Corporate Director of Resources

Electoral division(s) affected:

Countywide

Purpose of the Report

- 1 To provide members of the Corporate Overview and Scrutiny Management Board (COSMB) with the six monthly update report which is to be submitted to Council on 26 January 2022.

Executive summary

- 2 The update report highlights some of the work scrutiny has undertaken in the six month period to November 2021 and complements the annual report which is submitted to Council in July each year.

Recommendation(s)

- 3 Members are asked to:
 - (a) Note the Overview and Scrutiny six monthly report to be submitted to Council on 26 January 2022.

Background

- 4 Statutory guidance on overview and scrutiny arrangements in local authorities was published in 2019. The guidance stated, amongst other matters, that authorities should take steps to ensure full Council is informed of the work scrutiny is doing.
- 5 As a result, the County Council reviewed its constitution at the meeting on 24 March 2021 which included a new provision for a six-monthly report on overview and scrutiny activity to be submitted to Council.
- 6 This is the first six monthly report to be submitted to Council as the review of the constitution due in May 2020 was deferred due to restrictions on public meetings in place at that time as a result of the COVID-19 pandemic.
- 7 The report highlights some of the work scrutiny has undertaken in the six month period to November 2021 and complements the annual report which is normally submitted to Council in July each year.

Background papers

- None

Contact: Andy Palmer

Tel: 03000 268551

Appendix 1: Implications

Legal Implications

None specific with the report.

Finance

None specific with the report

Consultation

None specific with the report.

Equality and Diversity / Public Sector Equality Duty

None specific with the report.

Climate Change

None specific with the report

Human Rights

None specific with the report

Crime and Disorder

None specific with the report.

Staffing

None specific with the report

Accommodation

None specific within this report.

Risk

None specific within this report.

Procurement

None specific within this report.

**Appendix 2: Overview and Scrutiny – Six Monthly Update Report
to Council 26 January 2022**

Attached as a separate document.

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Council

26 January 2022

Overview and Scrutiny – Six Monthly Update



Report of Corporate Management Team

Paul Darby, Corporate Director of Resources

Councillor Craig Martin - Chair of Corporate Overview and Scrutiny Management Board

Electoral division(s) affected:

None

Purpose of the Report

- 1 To provide information to County Council on the activity of overview and scrutiny for the six month period to November 2021.

Executive summary

- 2 It has previously been agreed that a six month update on the activity of overview and scrutiny is considered by Council, in addition to the Overview and Scrutiny Annual report which is submitted to Council in July each year.
- 3 This update sets out the approach that scrutiny has been taking since the elections in May 2021, regular matters which feature in the committee work programmes and highlights some items which have formed part of more in-depth scrutiny over the six month period to November 2021.

Recommendation(s)

- 4 Council is recommended to note the information on overview and scrutiny activity which has taken place in the six month period to November 2021.

Background

- 5 As a result of statutory guidance on overview and scrutiny arrangements in local authorities published in 2019, the County Council agreed a six-monthly report of overview and scrutiny activity be submitted to council to assist in the communication of scrutiny's role and purpose.
- 6 This update report highlights some of the work scrutiny has undertaken in the six month period to November 2021 and complements the annual report which is submitted to council in July each year.
- 7 Following the local elections in May 2021, a Joint Administration was established, and a new chair and vice-chair of the Corporate Overview and Scrutiny Management Board (COSMB) were appointed. In their role as the strategic driver of the overview and scrutiny function, they have encouraged an inclusive and transparent approach to carrying out scrutiny.
- 8 Contributing to policy development is a key task for scrutiny and the scrutiny chairs and vice-chairs have a clear ambition to increase activity in this field.
- 9 Overview and scrutiny has continued the practice of meeting with members of the Executive regularly. This approach was recommended in the statutory guidance issued in 2019 and it was acknowledged that Durham County Council has a strong record of sharing information with the Executive.
- 10 The Corporate Overview and Scrutiny Management Board (COSMB) oversees and co-ordinates the work of overview and scrutiny committees. Five thematic overview and scrutiny committees scrutinise the following themes:
 - Adults Health and Wellbeing
 - Children and Young People
 - Economy and Enterprise
 - Environment and Sustainable Communities
 - Safer and Stronger Communities
- 11 Durham County Council's overview and scrutiny function has embedded the four principles of good scrutiny in all the work it does. These principles, originally developed by the Centre for Governance and Scrutiny, inform and shape scrutiny work. They state that overview and scrutiny should:

- Provide constructive ‘critical friend’ challenge
 - Amplify the voices and concerns of the public
 - Be led by independent minded people who take responsibility for their role
 - Drive improvement in public services
- 12 Scrutiny committees undertake regular monitoring of budget and performance reports, receive updates on previous reviews and undertake light touch and in depth review activity.
- 13 The impact of COVID-19 on service delivery has been a common thread running through many reports considered by scrutiny committees. More recently the emphasis has been on understanding service restoration and recovery.
- 14 All scrutiny members have received the corporate induction training following the May 2021 elections. This has been supplemented by bespoke scrutiny training delivered by the Scrutiny team. The Chair of COSMB is taking a fresh approach to how scrutiny works within Durham County Council with an emphasis on input into policy development. To support this scrutiny chairs and vice chairs have agreed to develop a training and development programme. This will include budget and financial awareness training delivered by the Corporate Director of Resources, peer mentoring and support from the LGA and training in changes to performance management reporting from the Head of Transformation and Strategy.
- 15 Comprehensive work programmes are developed by scrutiny committees each year and this update highlights only some of the work they carry out.

Scrutiny Committee Activity

- 16 Corporate Overview and Scrutiny Management Board (COSMB)

Chair: Councillor Craig Martin,
Vice Chair: Councillor Chris Lines

- a) Medium Term Financial Plan (MTFP)

COSMB has a constitutional role in assisting Cabinet in the development of the council’s annual budget. The Board has considered reports setting out the significant financial challenges and uncertainty the council is operating in. These challenges and uncertainty are brought about by a combination of inherent low tax raising capacity and significant budget pressures in social care and

waste services alongside other unfunded pressures arising from pay and price inflation. The Board has been kept updated by the Head of Corporate Finance and Commercial Services on the latest announcements on the Comprehensive Spending Review and public spending decisions. This coming month the Board will consider the impact of the local government financial settlement on the council's budget and MTFP forecasts.

b) Review of the Durham Light Infantry (DLI) Collection and Archive

In June 2021 Cabinet agreed to review options for the potential future use of the former DLI Museum and Art Gallery building and surrounding grounds. They asked COSMB to consider whether the former DLI museum could be brought back into use to house the collection and to look at the options to repurpose the building and/or site. In July 2021 COSMB held a special meeting with key stakeholders invited to submit representations framed around questions outlined by Cabinet on repurposing the building and options for the site. The meeting generated a lot of interest and gave an opportunity for questions to be asked on the information presented. The outcomes of the meeting formed part of the evidence base for the review by Cabinet.

c) Excellent Council

COSMB is responsible for scrutinising the Council Plan's Excellent Council ambition and associated objectives. They do this by receiving the full form performance management reports which are also considered by Cabinet. (The five thematic scrutiny committees receive sections of the report relevant to their remit.) Members take the opportunity to examine performance in detail to see how well we look after our employees, manage our resources and how good our services to customers and the public are. The Board also received regular reports detailing a wide range of information collected to provide an insight to help us understand our customers – including performance in response to service requests, call and complaint handling. This feedback is invaluable, and members are keen to understand how the Council can always strive to improve our services.

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

Chair: Councillor Pat Jopling

Vice Chair: Councillor Rochelle Charlton-Lainé

a) Shotley Bridge Community Hospital

The committee has continued to scrutinise proposals to review those services currently provided at Shotley Bridge Community Hospital. The scheme has been incorporated into the Government's new hospitals programme and presentations have been given to the Committee setting out the clinical model under which the proposals have been developed; the extent of stakeholder and community engagement undertaken to inform the proposals and the options for the development of a new hospital facility. At the committee's meeting on 1 October 2021, members recommended support for the project to progress without the requirement for formal public consultation to mitigate risks of further delays to the scheme. The Committee has also requested further update reports as the project progresses.

b) Winter Planning

The committee examined the plans put in place across the health and social care system for both surge and cold weather activity and admissions 2021. A 13% increase in activity between 2019 and 2021 has been identified, with hospitals working to manage beds often at the highest levels of operation (OPEL4). The North East Ambulance Service has also experienced the highest ever summer demand for ambulance services in 2021.

An increase in sickness amongst staff due to both COVID-19 and workplace stress was also having an impact on the system's ability to cope with current demand. Winter planning updates on the following system service areas have been examined by the committee:

- Social care
- Primary care
- Community services
- Acute hospital care
- Mental health services provided by TEWV NHS FT
- North East ambulance service NHS FT
- Public health
- Durham County Council's highways and technical services
- Vaccinations programmes.

c) Access to GP Services in County Durham

The committee reviewed progressed against its recommendations made as part of a review into GP services in County Durham. At its meeting on 19 November 2021, the committee received updates against the review recommendations and examined a number of concerns raised by members regarding the availability of face-to-face GP appointments as part of the roadmap out of COVID-19 lockdown and the resulting service recovery and restoration process.

As part of its deliberations, members recommended to hold a special meeting of the committee to examine current demands placed on the 999/111 service delivered by North East Ambulance Service. Members are concerned about the length of time it takes to get a response via the service as well as the potential incidence of aborted calls to the service.

18 Children and Young People Overview and Scrutiny Committee (CYP OSC)

Chair Councillor Chris Hood
Vice Chair Councillor James Cosslett

a) Developing a New County Durham SEND Strategy

CYP OSC members were pleased to learn of the development of a new SEND Strategy, which they felt was ambitious and overdue. They welcomed the step to recognise the positives of neurodiversity and that all children and young people are valued for what they bring into the world. They highlighted that positive communication was the key to ensuring that statements were understandable and broadly agreed on the vision and aims but would like to see the phrase co-production included in the document.

b) Key Findings and Actions to the Ofsted focused visit

CYP OSC considered information on the key findings, strengths and required actions following the focused Ofsted inspection earlier this year at its July 2021 meeting.

c) Child and Adolescent Mental Health Services (CAMHS)

CYP OSC considered an update from CAMHS that provided information on inpatient beds for young people across the North East region, waiting times, challenge to the service and opportunities and future plans.

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

Chair Councillor Bill Moist
Vice Chair Councillor Andrew Jackson

a) County Durham's Visitor Economy

E&E OSC recognise the significant contribution that the tourism sector makes to the economy of the county in relation to local growth, jobs and prosperity. At its meeting on the 11 November 2021, it received a presentation from Visit County Durham focusing on County Durham's visitor economy, detailing the impact of the pandemic on Durham's tourism sector and future plans. Members were advised of key strategies and wider economic plans to help grow the sector following the pandemic, work by Visit County Durham to support the sector and improve the visitor offer and work undertaken with partners to promote the county as a visitor destination through various promotional campaigns. The committee will continue to monitor the county's visitor economy.

b) Managing Change in County Durham's Towns and Villages

E&E OSC has previously considered masterplan activity in the county and received updates on the development of the Town and Village Centres Programme. In November the committee received an update on work to develop a number of new masterplans to support potential Levelling Up Fund (LUF) bids, at Chester-le-Street, Durham City, Newton Aycliffe, Peterlee, Stanley and Three Towns. The committee also considered an update on the Town and Villages Programme identifying projects across the county together with detail of Housing Strategy Targeted Delivery Plans (TDPs), part of the Council's approach of accelerating the delivery of projects to address issues in local communities.

c) Strategic Employment Sites in County Durham

The committee has examined the approach undertaken by DCC in developing key strategic employment sites in the county. These sites are concentrated in the A1 corridor (key industrial location), Durham City (key office market) and the A19 corridor (secondary industrial and office location). The committee received detail of the type of sector and industry on the various sites, timescales for the development of the individual site, number of jobs currently provided together with any forecast of future jobs. The committee will continue to monitor the development of these strategic sites.

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

Chair Councillor Bev Coult
Vice Chair Councillor Jonathan Elmer

a) Climate Emergency

The committee considered the latest Climate Emergency Response Plan (CERP) at its October 2021 meeting and provided comments for consideration in a new version of the CERP (CERP 2) which will be considered by Cabinet in the New Year. The committee continues to monitor the CERP and will receive detail of CERP 2 at its May 2022 meeting.

b) Single Use Plastics

The committee continues to monitor the Single Use Plastics (SUPs) action plan and have been pleased with the initial successes achieved following the considerable amount of work carried out by the SUPs task group. The committee will continue to monitor both the action plan and the communications plan going forward.

c) Ecological Emergency

A Cabinet report requested the committee undertake a piece of work examining the evidence base to determine whether there is a need to declare an Ecological Emergency in the county. The committee will undertake the work over a series of special meetings with the involvement of colleagues from the Ecology Service. The committee will report its findings and recommendations to Cabinet at a future date.

d) Waste Management

The committee in November considered an overview of waste management arrangements in the county. It provided members with detail of the extent of services provided, the impact of the pandemic and how the service responded, the challenges of the Environment Bill, work undertaken to promote recycling and reduce contamination and an update on Energy from Waste. The committee will continue to receive further waste management updates.

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

Chair Councillor Joyce Charlton

Vice Chair Councillor Brian Avery

a) Arson and Deliberate Fire Setting

The committee considered a presentation on arson and deliberate fire setting at its meeting in November 2021 that enable members to provide comment on countywide data for primary and secondary fires, national benchmarking information and the approach through the arson suppression group. Within its response to the Safe Durham Partnership, the committee noted current performance levels, partnership approaches and academic research that is being undertaken and requested a focused session to be held on work of the arson suppression group within the east Durham area.

b) Domestic Abuse

At its meeting in November 2021, SSC OSC received an overview of the Domestic Abuse Act 2021 and implications for the council and partners. To meet requirements of the Act a draft safe accommodation strategy had been produced. Governance and oversight arrangements for a Local Domestic Abuse Partnership will be undertaken by the County Durham Domestic Abuse and Sexual Violence Executive Group. In addition, a whole system approach to domestic abuse strategy is scheduled to be published in 2022. Within its response to the Safe Durham Partnership Board, the committee have requested to receive a progress update and opportunity to comment on the draft strategy.

c) Briefing Sessions

In advance of detailed reports presented to the committee on substance misuse and anti-social behaviour, members requested to hold focused briefing sessions with officers to provide an overview on these two areas. Held via Microsoft Teams, the sessions were of great value and enabled a greater insight to these subject areas prior to the reports being considered by the committee.

Background Papers

Reports and minutes (June – November 2021)

- Corporate Overview and Scrutiny Management Board
- Adults Health and Wellbeing OSC

- Children and Young People OSC
- Economy and Enterprise OSC
- Environment and Sustainable Communities OSC
- Safer and Stronger Communities OSC

Contact: Andy Palmer

Tel: 03000 268551

Appendix 1: Implications

Legal Implications

Statutory Guidance on Overview and Scrutiny in Local and Combined Authorities published in May 2019 stated that to maintain the interest of full council in the work of the scrutiny committee, authorities should take steps to ensure full council is informed of the work the scrutiny committee is doing.

The council must have regard to the statutory guidance when determining its scrutiny arrangements and have good reasons for not following any aspects of the guidance

Finance

None

Consultation

The statutory role of some scrutiny committees means that consultations are regularly considered.

Equality and Diversity / Public Sector Equality Duty

All scrutiny reviews are subject to an equality impact assessment

Climate Change

The council has declared a climate emergency and scrutiny committees such as the Environment and Sustainable Communities OSC receive regular reports on the commitment to contribute to reducing the causes of climate change and the implications of responding to and adapting to the inevitable impacts of climate change. Any climate change implications will be included in individual reports to the appropriate scrutiny committee.

Human Rights

None

Crime and Disorder

Any crime and disorder implications will be included in individual reports to the appropriate scrutiny committee.

Staffing

None

Accommodation

None

Risk

None

Procurement

None

**Corporate Overview and Scrutiny
Management Board**

3 December 2021

**Refresh of non-statutory, non-voting
Overview and Scrutiny Co-optees**



Report of Paul Darby, Corporate Director of Resources

Electoral division(s) affected:

Countywide

Purpose of the Report

- 1 To make members aware of the arrangements for the refresh of the non-statutory, non-voting co-optees who are appointed to serve on the five thematic Overview and Scrutiny Committees.

Executive summary

- 2 Each Overview and Scrutiny Committee (AWH, S&S, E&E, ESC and C&YPs) excluding the Corporate Overview and Scrutiny Management Board (COSMB) can appoint up to two non-voting, non-statutory co-optees. These co-optees bring specialist knowledge and an element of external challenge to the Overview and Scrutiny process.
- 3 Non-statutory, non-voting co-optees are appointed in accordance with a protocol which stipulates the arrangements for the promotion of vacancies, application, interview and appointment process to be followed. The current serving co-optees were appointed in accordance with the requirements of the protocol in May 2018 for two years.
- 4 This term of appointment was extended by COSMB in June 2020 for a further two years as in accordance with the protocol on the understanding that a full refresh of co-optees would be undertaken in 2022.
- 5 The term of appointment of currently serving co-optees will conclude in May 2022 and therefore arrangements in accordance with the protocol need to be put in place to ensure that the non-statutory, non-voting co-optees are appointed to the five thematic Overview and Scrutiny Committees before the start of June 2022.

- 6 It is therefore timely that the Corporate Overview and Scrutiny Management Board receive detail of the arrangements for the promotion of the vacancies and appointment process for non-statutory, non-voting co-optees in accordance with the relevant protocol attached as Appendix 2.

Recommendation

- 7 Members of the Corporate Overview and Scrutiny Management Board are recommended to:
 - (a) Note the arrangements for the promotion of the non-statutory, non-voting co-optee vacancies and the appointment process in accordance with the relevant appointment protocol attached as Appendix 2.

Background

- 8 Each of the five thematic Overview and Scrutiny Committees (AWH, S&S, E&E, ESC and C&YPs) excluding the COSMB can appoint up to two non-statutory, non-voting co-optees. The Co-optees bring specialist knowledge and an element of external challenge to the Overview and Scrutiny process.
- 9 The co-optees are appointed in accordance with the protocol which stipulates the arrangements for the promotion of vacancies, application, interview and appointment process to be followed. In relation to the current serving co-optees they were all appointed in 2018 with the exception of one of the co-optees on the AWH OSC who was appointed in 2020 on the understanding that a full refresh of all non-statutory, non-voting co-optees was to be undertaken in 2022.
- 10 In relation to the promotion of the vacancies these are publicised using the Area Action Partnerships, DCC website and via social media. This has resulted in the past with a significant number of applications for the ten co-optee positions. There is also a pool of names of previously unsuccessful applicants which are contacted and made aware of the refresh giving them the opportunity to participate in the refresh process should they wish to do so. In addition, currently serving co-optees can re-apply, should they wish to do so, in accordance with the protocol.
- 11 It is proposed that the refresh will be publicised in January, February and early March with completed applicants required to be returned to Overview and Scrutiny by the 11 March allowing time for consideration and shortlisting prior to the interviews being held in May 2022.
- 12 All selected applicants will be invited for a formal interview with the interview panel comprising of the Chair and Vice-chair of COSMB, the

Chair and Vice-chair of the appropriate scrutiny committee together with a member from that committee, previously this member has been from outside the main administration of the authority together with the Overview and Scrutiny officer who supports that committee. The Chair of COSMB has the casting vote.

- 13 Non-statutory, non-voting co-optees will be appointed for a term of two years with an option for a further two-year appointment extension, in order to keep continuity of expertise, subject to the agreement of COSMB as in accordance with the protocol.
- 14 Any serving non-statutory, non-voting co-optees who wished to resign after the two-year initial appointment can do so. It is proposed that any resulting vacancies in 2022-2024 would be publicised via the AAPs, the Council's website and social media with any subsequent appointments made by the formal interview process in accordance with the attached protocol.

Conclusions

- 15 Overview and Scrutiny Members will be aware of the various arrangements for the refresh of Non-statutory, non-voting co-optees.

Background papers

- Protocol for the co-option of non-statutory, non-voting scrutiny members (Appendix 2).

Other useful documents

- None

Contact: Andy Palmer

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Diane Close

Tel: 03000 268 141

Appendix 1: Implications

Legal Implications

Not applicable

Finance

Not applicable

Consultation

Not applicable

Equality and Diversity / Public Sector Equality Duty

Not applicable

Human Rights

Not applicable

Climate Change

Not applicable

Crime and Disorder

Not applicable

Staffing

Not applicable

Accommodation

Not applicable

Risk

Not applicable

Procurement

Not applicable



Durham County Council

2022

Protocol for the co-option of non-statutory, non-voting
scrutiny members.

Introduction

- 1 The purpose of establishing a protocol for the co-option of non-statutory, non-voting scrutiny members is as follows:
 - To formalise the appointment of representatives
 - Ensure that as many overview and scrutiny members as is practical are involved in the appointment process
 - Appointments meet the requirements of the person specification
 - Formal induction, training and on-going support is available to the appointed non-voting co-optees
 - Appointment for a two-year period provides an opportunity for non-voting co-opted members to stand down if they wish to and provides overview and scrutiny with the opportunity to refresh membership and seek representatives with different experience and skills
- 2 For the purposes of this protocol, the term 'co-opted members/co-optees' refers to co-opted non-statutory, non-voting scrutiny members.

Co-opted members

- 3 The majority of members on scrutiny committees are elected members of the council although provision is available for the appointment of up to two co-optees on each committee.
- 4 Each co-optee will be subject to the formal appointment process as detailed below.
- 5 Co-optees will have no voting rights.
- 6 Each co-opted member will be appointed for a period of two years with an option to extend for a further two-year period subject to the agreement of the Corporate Overview and Scrutiny Management Board (COSMB). At the end of the two-year extension co-optees will be given the opportunity to apply for a further period of service however this is subject to the formal appointment process.
- 7 Up to two co-optees may serve on a scrutiny review group including cross cutting and light touch reviews.
- 8 Review groups may appoint individuals with expert and or specialist knowledge for the duration to the review, in addition to the co-optees.
- 10 Employees of Durham County Council are excluded from applying to be a co-optee.

Appointment process

- 11 Notice of any co-optee vacancies will be given on the council's website, social media and circulated to the Area Action Partnerships.
- 12 Expressions of interest are to be sent to the scrutiny team.
- 13 All existing co-optees will be invited to express an interest in applying for vacancies.
- 14 All those expressing an interest in applying will be sent:
 - Information on the role of overview and scrutiny and co-opted members
 - Protocol for co-opted non-statutory non-voting members
 - Application form
- 15 Applicants will be required to
 - Complete a short application form giving their contact details
 - Indicate which scrutiny committee they would like to be appointed to
 - Provide a statement of no more than 400 words explaining why they would like to be involved in the scrutiny process and what they can contribute to the role
- 16 The chair and vice chair of COSMB, the chair and vice chair of the appropriate committee and a relevant scrutiny officer will identify suitable candidates. An assessment against the role description and person specification will be made for each application.

Interview

- 17 Selected applicants will be invited for interview.
- 18 The interview panel is likely to be comprised of the chair and vice chair of COSMB, and the relevant chair and vice chair of the appropriate scrutiny committee together with a member from that committee (minority party representative) and a scrutiny officer. A set of prepared questions will be supplied to the panel.
- 19 The chair of COSMB will have the casting vote in the event of a tied vote. All applicants will be notified by email or letter of the decision of the appointment panel.
- 20 The interview will last for approximately 20 minutes.
- 21 The successful applicants will be contacted to arrange an induction to the overview and scrutiny function.

- 22 Those who have been unsuccessful can ask to join a pool of unsuccessful applicants which can be drawn upon should co-optee vacancies arise during the two-year appointment period.

Term of office

- 23 Co-opted members will be appointed for a term of two years with an option for a further two-year period subject to the agreement of COSMB.
- 24 At the end of the further two-year period of office, each scrutiny committee will ask the co-opted members if they wish to continue. If they do want to continue, they will be subject to the appointment process outlined above.
- 25 Scrutiny committees benefit from the experience that co-optees accumulate during their term of office but recognise that some may wish to stand down. Having a fixed term of office also allows scrutiny committees to refresh their membership with different skills and experience.
- 26 The cumulative term of office for a co-optee should not exceed four years unless the co-optee has gone through the formal appointment process or where the agreement of COSMB is sought.
- 27 Co-optees may terminate their membership by giving one month's notice to Andy Palmer, Head of Transformation and Strategy (Statutory Scrutiny Officer) should their circumstances change and they can no longer fulfil their commitments as a co-optee.

Code of Conduct

- 28 All co-optees are required to sign the council's code of conduct which sets out the standards of behaviour expected.
- 29 Co-optees must also sign a declaration of interest form identifying any interests which an individual may have which require recording. Advice will be provided on these requirements.

Induction, training and ongoing support

- 30 Co-optees will receive an individual induction following appointment and prior to attending their first scrutiny meeting.
- 31 The induction will involve meeting with the chair and vice chair of the committee they are joining and the scrutiny officer responsible for the committee.

- 32 All co-optees will have access to in-house training opportunities relevant to the remit of the committee they are appointed too which will increase their knowledge and expertise.
- 33 Co-optees are voluntary positions but the council will make payments to cover expenses whilst fulfilling their duties i.e. travel and subsistence allowance.

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**Corporate Overview and
Scrutiny Management Board**

3 December 2021



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 all of the petitions that have been received by the Authority are processed by democratic services in line with its petitions process.
- 4 The 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 two new e-petitions have been submitted. One of which has been completed and the other is collecting signatures on the website until 30 November 2021, after which a response will be provided.

- 7 One new paper petition has been submitted, and a response is awaited. 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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Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
<p>Petition 402</p> <p>To demolish or rebuild Ashley House, Thornley Road, Trimdon Station</p> <p>Petition received 24.05.21 No. of signatures – 50</p>	<p>Geoff Paul Regeneration, Economy and Growth</p>	<p>Petition asking the Council to demolish or rebuild Ashley House, Thornley Road, Trimdon Station.</p> <p>The Council acknowledges the adverse impact this property presently has on the street scene and is working with the owner to look to secure improvements in this regard. Consideration will be given to more formal options, including those that exist under planning enforcement legislation in the event that negotiations fail to deliver the necessary improvements. DCC do not have powers to require the demolition and / or re-building of the property, however are hopeful that negotiations can and will bring about an improvement in the appearance of the property.</p>	<p>Petition CLOSED</p>
<p>Petition 404</p> <p>Controlled crossing in Dipton</p> <p>Petition received 15.8.21 No. of signatures – 94</p>	<p>Michelle McIntosh Traffic Assets Team Leader</p>	<p>Petition asking the Council for a controlled crossing in Dipton.</p> <p>A692 Front Street, Dipton Meeting in Dipton</p> <p>On Monday 6th September a meeting was held with a local County Councillor, RNIB Regional Campaigns Officer and residents of Dipton where concerns of those present were discussed and the daily issues faced by residents, especially crossing the road for those residents who are visually impaired.</p> <p>In Dipton with the majority of residential properties on one side of the A692 and local services and facilities, such as the school and doctors surgery, being on the other. Residents are worried that the current crossing arrangements are no longer suitable, given the volume of through traffic and, although a number of pedestrian crossing islands are present along the A692 through Dipton, residents are still finding the safe crossing of the road a challenge. This was especially difficult at peak times when it was suggested that very few safe gaps are available.</p>	<p>Petition CLOSED</p>

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<p>Traffic Calming and Traffic Speed</p> <p>Durham County Council and Durham Constabulary had investigated concerns about the speed of traffic and road safety in Dipton in recent years. Traffic Management reports were prepared and surveys undertaken after which some routine maintenance of signs and road markings were actioned. The police also carried out enforcement activity in Dipton and continue to support enforcement activity when resources will allow.</p> <p>Regretfully, the Department for Transport does not support the use of physical traffic calming measures such as road humps, pinch points, chicanes etc on 'A' and 'B' class roads, which should remain available to accommodate the free and unrestricted movement of traffic on the road network. However while DCC had been unable to consider traffic calming measures when requested changes to road markings and new/enhanced road markings had also been undertaken which were aimed at improving driver awareness of both the road layout and environment.</p> <p>Although the original reports were produced a few years back further visits were made to Dipton and investigated concerns in the period since. One of the recommendations in the reports was to consider a change to the speed limit approaching Dipton from Pickering Nook. This was discussed with residents at the time and although the change would see an increase in the speed limit over a short section where development is sporadic, and mainly on one side of the road, it is considered that this is a more credible limit. Additionally this could be enhanced with speed limit repeater signage and road markings, which are not currently permitted for the existing 30mph limit. This would also offer a reminder to drivers of the limit and is likely to improve compliance. Data shows that drivers already treat this section as</p>	

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<p>a 40mph limit, which is having a detrimental affect on speeds at the start of the built up area, where development is consistent and present on both sides of the road, and it is considered that this change could have a positive effect on this approach to Dipton and beyond should it be implemented. No funding has been identified to progress the works suggested.</p> <p>As part of the partnership approach to improving road safety, joint working with Durham Constabulary has enabled an initiative known as 'Community Speed Watch'. This initiative is about giving a degree of ownership to local communities and providing them with the opportunity to tackle the issues and perceptions around speed.</p> <p>Under the Community Speed Watch initiative, all speeding complaints are directed towards Durham Constabulary and their Police and Communities Together (PACT) meetings, enabling the appropriate level of intervention and action to be considered.</p> <p>Durham Constabulary would normally be able to advise of the date, time and venue of the next PACT meeting should you or your constituents wish to attend however at this time, with such public gatherings suspended, contact could be made with local officers on the non-emergency 101 telephone number.</p> <p>Request for formal crossing facility Requests for formalised crossings such as a zebra crossing or a traffic signal controlled crossing are assessed against a national criteria devised by the Department for Transport (DfT), which takes into account various factors including traffic flow and the number of pedestrians crossing the road throughout the day and not just the busiest period. It has been proven that low pedestrian flows at formalised crossings results in more road traffic accidents whereby the motorist has failed to stop,</p>	

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<p>therefore the reason for the DfT guidance. While DCC consider that currently the distribution of pedestrians through Dipton will mean there are many desire lines for crossing the road, site observations and residents statements currently suggest that the majority of crossing activity takes place in the section of A692 between the School and the Doctor’s Surgery. Durham County Council have agreed in principle, and subject to securing transport plan funding, to consider the feasibility of a signal controlled crossing at the location identified.</p> <p>It has been agreed that an update will be provided to all parties once we have had the opportunity to carry out the necessary investigations.</p>	
<p>Petition 406</p> <p>Improve Road Safety in Fishburn</p> <p>E-Petition</p> <p>Petition received 1.9.21</p> <p>No. of signatures – 47</p>	<p>Michelle McIntosh Traffic Assets Team Leader</p>	<p>Petition asking the Council to move the pedestrian crossing further up the road, north of Beehive club on B1278 so it is not just over the brow of a hill. Install speed cameras at points along the length of the B1278 from the entrances to Fishburn both from Trimdon and Sedgfield and every 500yards though the village.</p> <p>B1278 Salter’s Lane, Fishburn</p> <p>DCC have previously responded to requests to provide signalisation at the crossroads and incorporate the crossing facility in the signals which might be considered a desirable solution however it is likely that, even if the design guidance could be met for signalisation, the implications of how this would affect traffic flows would need to be considered as well as how this might be funded. Having checked with the Traffic Signals Team there are no plans in the foreseeable future to signalise this crossroads.</p> <p>At the time of the signals investigation the existing crossing arrangements were considered. The existing crossing facility is well established, central within the village and is at a location</p>	<p>Petition CLOSED</p>

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<p>where there is little to no parking allowing good visibility of pedestrians and approaching traffic. Moving the crossing away from the crossroads to a point as suggested would not possible due to side roads, accesses, adjacent bus stop and parking arrangements. The current position remains the most appropriate location for the crossing facility.</p> <p>Having checked the accident recording database shared with Durham Constabulary, there have been no recorded ‘personal injury’ accidents on B1278 at the crossroads or adjacent the zebra crossing in the past 4 years, this being our standard search criteria.</p> <p>There is a record of 2 accidents this year within a week of one another on B1278 in the vicinity of Chaytor Terrace. On both occasions a driver has struck a stationary vehicle and fled the scene of the accident. While there is no suggestion of either of these accidents being attributable to the highway or speed there is an element of criminality. This incident could therefore have easily occurred elsewhere on the road network and such incidents can rarely be resolved through the use of engineering measures, whereby the only course of action available is for the Police to deal with the criminality element.</p> <p>Speed cameras and traffic speeds The enforcement of speed limits including the use of speed cameras is the responsibility of Durham Constabulary.</p> <p>Durham Constabulary do not subscribe to the use of fixed speed cameras. They prefer to operate a mobile unit which gives more flexibility and enables several areas to be “targeted” in a day as opposed to having a camera at one static location.</p>	

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<p>As part of our partnership approach to improving road safety, joint working with Durham Constabulary has enabled us to introduce an initiative known as 'Community Speed Watch'. This initiative is about giving a degree of ownership to local communities and providing them with the opportunity to tackle the issues and perceptions around speed.</p> <p>Under the Community Speed Watch initiative, all speeding complaints are directed towards Durham Constabulary and their Police and Communities Together (PACT) meetings, enabling the appropriate level of intervention and action to be considered.</p>	
<p>Petition 407</p> <p>Improve Bus Services for to Support Work, Health Services and Education</p> <p>E-Petition Petition received 24.9.21 No. of signatures –</p>	<p>Andy Leadbeater Integrated Passenger Transport Manager</p>	<p>Petition asking the Council to carry out a review of subsidies to the private bus companies to ensure that they are utilised to support residents from the most disadvantaged, rural areas to access work and education. Write to the government to petition them to fund bus services in order to support residents in accessing work and education. Analyse the effect of the cut to bus services alongside the proposed 'digital switchover' for 2025 to enable the Council to plan for the future to ensure no rural part of County Durham becomes further isolated and at further disadvantage.</p>	<p>E-Petition to run until 30 November 2021</p>
<p>Petition 408</p> <p>Bishop Auckland By-pass</p> <p>Petition received 11.11.21 No. of signatures – 805</p>	<p>Amy Harhoff Corporate Director of Regeneration Economy and Growth</p>	<p>Petition asking the Council to undertake a full consultation with residents and business owners to decide the best route for the proposed by-pass at Bishop Auckland.</p>	<p>Awaiting response</p>

**Corporate Overview and
Scrutiny Management Board**



3 December 2021

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 held on 15 December 2021. It also contained information on those key decisions that are currently scheduled to be considered by the Executive up to 31 March 2021.

Contact:	Ros Layfield	Tel: 03000 269708
	Andy Palmer	Tel: 03000 268551

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/21/02	15-Dec-21	MTFP(12) - Update on development of MTFP(12) including analysis of the Comprehensive Spending Review.		Cabinet Portfolio Holder for Finance and Leader of the Council		Jeff Garfoot, Head of Corporate Finance and Commercial Services, Tel. 03000 261946	Scrutiny members will have input into the formulation of MTFP 12 through COSMB meetings
CORP/R/21/02	19-Jan-22	MTFP(12) - Details of Provisional Finance Settlement		Cabinet Portfolio Holder for Finance and Leader of the Council		Jeff Garfoot, Head of Corporate Finance and Commercial Services Tel. 03000 261946	Scrutiny members will have input into the formulation of MTFP 12 through COSMB meetings
CORP/R/21/02	09-Feb-22	Final Budget Report 2021/22		Cabinet Portfolio Holder for Finance and Leader of the Council		Jeff Garfoot, Head of Corporate Finance and Commercial Services Tel. 03000 261946	Scrutiny members will have input into the formulation of MTFP 12 through COSMB meetings

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
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SECTION THREE - ADULT AND HEALTH SERVICES

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, ECONOMY AND GROWTH

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
REG/06/21	15/12/21	Bishop Auckland Economic Growth: An Asset Strategy		Cabinet Portfolio Holder for Economy and Partnerships		Susan Robinson, Head of Corporate Property and Land, Tel: 03000 267332

SECTION FIVE - NEIGHBOURHOODS AND CLIMATE CHANGE

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**

3 December 2021

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



Report of Paul Darby, 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 October – December 2021.

Executive summary

- 2 This report sets out a chairs' update of all scrutiny activity for the period from the last COSMB meeting up to December 2021.
- 3 The report is for information only and will be submitted to all Corporate Overview and Scrutiny Management Boards.

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 be 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)

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>COSMB on 25 October 2021 received reports on:</p> <ul style="list-style-type: none"> • Report on the Council's use of powers under the Regulation of Investigatory Powers Act 2000 - Q1 and Q2 2021/22 • Medium Term Financial Plan (12) 2022/23 to 2025/26 • Resources - Q1 June 2021 Forecast of Revenue and Capital Outturn 2021/22 • Q1 2021/2 Performance Management • Q1 2021/22 Customer Feedback • Annual Statutory Representations 2020/21 report • Notice of Key Decisions

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

Update on Previous Reviews	Review of GP Services in County Durham – report on progress against review recommendations was considered at AWH OSC on 19 November 2021.
Scrutiny Review Activity	No scrutiny review activity currently identified.
Overview reports/ Presentations	<p>AWH OSC on 19 November 2021 received reports and presentations on:</p> <ul style="list-style-type: none"> • Integrated Care System update • NHS Dentistry Services

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

Update on Previous Reviews	Members received an update on the progress of the recommendations from the Elective Home Education Review via
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	briefing note circulated on 24 September. No questions were received.
Scrutiny Review Activity	No scrutiny review activity currently identified
Overview reports/ Presentations	<p>The CYP OSC on 15 November 2021 received reports and presentations on:</p> <ul style="list-style-type: none"> • Child and Adolescent Mental Health Services • Children and Young People’s Mental Health and Emotional Wellbeing • Key findings and actions - Ofsted focused visit July 2021 • Corporate Parenting Panel Annual Report 2020/2021 <p>A briefing report was circulated on the Holiday Activities with Food</p>

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 11 November 2021 considered reports and presentations on:</p> <ul style="list-style-type: none"> • County Durham’s Visitor Economy • Managing Change in County Durham’s Towns and Villages <p>The Committee submitted an O&S response to the Draft Minerals and Waste Policies and Allocations Development Plan Document</p>

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.
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Scrutiny Review Activity	Consideration as to whether DCC declares an Ecological Emergency
Overview reports/ Presentations	<p>ESC OSC on 24 November 2021 received reports and presentations on:</p> <ul style="list-style-type: none"> • Fly Tipping in County Durham • Strategic Overview of Resources and Waste Management Services in County Durham • Single Use Plastics Project Update • Work Programme Update <p>A briefing report was circulated on the engagement process for the Leisure Centre Transformation Programme</p> <p>The committee has submitted O&S responses in relation to:</p> <ul style="list-style-type: none"> • Leisure Centre Transformation Programme - Stage 1 Consultation • Climate Emergency Response Plan (CERP)

Safer and Stronger Communities Overview and Scrutiny Committee (SSC 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>SSC OSC on 4 November 2021 received reports and presentations on:</p> <ul style="list-style-type: none"> • Arson and Deliberate Fire setting • Overview of the Domestic Abuse Act 2021 and Whole System Approach to Domestic Abuse • Q1 2021/22 Performance Management report

Regional Scrutiny

- 6 The NECA Overview and Scrutiny Committee and the NECA & North of Tyne CA Joint Transport Committee Overview and Scrutiny Committee are both scheduled to meet on 16 December 2021.

Conclusion

- 13 This report contains the key issues considered by the Overview and Scrutiny Committees for the period October – December 2021 and is provided for members information only.

Contact: Andy Palmer

Tel: 03000 268551

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.