

11TH APRIL 2019

**REPORT OF THE CHAIRS OF CORPORATE SCRUTINY COMMITTEE AND
INFRASTRUCTURE SAFETY & GROWTH SCRUTINY COMMITTEE**

**MATTERS REFERRED TO CABINET IN ACCORDANCE WITH THE OVERVIEW AND
SCRUTINY PROCEDURE RULES**

EXEMPT INFORMATION

None.

PURPOSE

To update Cabinet and to make recommendations to it following consideration of matters by the Scrutiny Committees.

EXECUTIVE SUMMARY

The following Scrutiny Committees have agreed to refer the following matters to Cabinet:

Scrutiny Committee	Matter referred (relevant Minute number) & brief summary	Date of Scrutiny meeting
Corporate	Housing Team Update – Minute 68 Recommended a letter from the Council be issued to the Department of Work (DWP) and Pensions regarding access to the DWP and GDPR matters	13 March 2019
Corporate	Support for Member Working Group (IT) – Minute 71.1 Recommended a pool of IT devices and IT training be made available to Councillors	13 March 2019
Corporate	Webcasting Council Meetings Working Group – Minute 71.2 Following a request for Corporate Scrutiny to consider this matter, 5 recommendations are made to Cabinet	13 March 2019
Infrastructure Safety & Growth	Crime Figures for Tamworth and Community Safety - Minute 57 Following a presentation from the Chief Inspector for Neighbourhood Policing in Tamworth and a discussion at IS&G Scrutiny meeting, it was recommended that a representative of Staffordshire Police be invited to provide a Crime figures update to all Councillors early in the new municipal year.	2 April 2019

Housing Team Update

The Corporate Scrutiny Committee minutes (accessible [here](#)) provide further detail on this discussion and the recommendations that have been made, and which are set out in the following section of this Report.

Support for Members Working group – IT sub-group

The IT Sub-Group of the Member Support Working Group had met and discussed the following:

- The need for there to be a pool of IT devices, which were fit for purpose, and could be made available to Councillors, whether newly elected or upon return of old devices
- Initial IT training to be made available as soon as reasonably practicable after election and should include use of Councillor email system, calendar access, access to confidential reports, IT security; physical and virtual, impact of GDPR, hardware support and software support, communications and use of personal devices
- To seek new member feedback after the initial roll-out of IT support.

Following consideration of the findings of the IT sub-group by the Corporate Scrutiny Committee, the recommendations to Cabinet are set out in the following section of this Report.

Webcasting Council Meetings Working Group

The findings of the Working Group were presented to Corporate Scrutiny Committee and the Committee agreed updated recommendations to Cabinet. Further detail is provided in the updated Working Group Report which is attached as Appendix . The recommendations of the Corporate Scrutiny Committee are set out in the following section of this Report.

RECOMMENDATIONS

Housing Team Update

It is recommended that a letter be issued in the name of Tamworth Borough Council to the Department of Work and Pensions setting out the following issues which had been identified:

- access to the Department of Work and Pension, via telephone, appeared at times to be rationed, and that steps be taken to ensure that, in the light of the Trusted Partner status which Tamworth Borough Council had, there be no rationing of access to the Department of Work and Pensions;
- that GDPR was potentially creating barriers to the processing of claims for Universal Credit and that steps be taken to ensure that GDPR was not restricting access nor slowing down the process of a claim for Universal Credit

Support for Members Working group – IT sub-group

It is recommended that:

- A pool of five IT devices, which were fit for purpose, to be available for Councillors;
- Initial IT training to be made available to Councillors as soon as reasonably practicable after election, and by no later than the first full Council meeting of the new Municipal Year.

Webcasting Council Meetings Working Group

It is recommended that:

- Tamworth Borough Council invest in suitable equipment to produce a publically available visual and audio recording of all its Council and Committee meetings, excluding those which are confidential by nature, for example hearings. It was felt that live streaming was not necessary;
- All recordings made by Tamworth Borough Council to be publically available with relevant regard to the Local Government Act 1972, as amended, relating to confidential matters;
- Recordings made by Tamworth Borough Council to be uploaded onto an online platform utilised by Tamworth Borough Council at the earliest opportunity;
- All Members to be offered training in the following areas: (1) use of in-house equipment in meeting rooms; (2) appropriate Equality and Diversity training; and (3) procedural training, in each case prior to the introduction of recording and as ongoing training;
- Tamworth Borough Council to revisit its Protocol for recording of its meetings at regular intervals to ensure compliance and to protect the public and the Authority from unanticipated reputational damage.

Crime Figures for Tamworth and Community Safety

It is recommended that a representative of Staffordshire Police be invited to be introduced to all Councillors and to provide a local crime figures and community safety update to all Councillors early in the new municipal year.

REPORT AUTHORS

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Chair of Corporate Scrutiny Committee

Councillor Simon Goodall
Chair of Infrastructure Safety & Growth Scrutiny Committee

APPENDICES

Appendix 1 – Updated Webcasting Working Group Report

Webcasting working group Report

Following the meeting of

Corporate Scrutiny Committee

On 13 March 2019

Summary

At the beginning of the municipal year a request was made to the Leader of the council for meetings to be live streamed on the internet, this request was passed to Corporate scrutiny to look into and make recommendation back.

Below are the outcomes and considerations made by the working group to Corporate Scrutiny, and considered and amended by Corporate Scrutiny Committee on 13 March 2019.

Recommendations (updated following Corporate Scrutiny Committee meeting on 13 March 2019)

- Tamworth Borough Council to invest in suitable equipment to produce a publically available visual and audio recording of all it's Council and Committee meetings, excluding those which are confidential by nature, for example hearings. It was felt that live streaming was not necessary;
- All recordings made by Tamworth Borough Council to be publically available with relevant regard to the Local Government Act 1972, as amended, relating to confidential matters;
- Recordings made by Tamworth Borough Council to be uploaded onto an online platform utilised by Tamworth Borough Council at the earliest opportunity;
- All Members to be offered training in the following areas: (1) use of in-house equipment in meeting rooms; (2) appropriate Equality and Diversity training; and (3) procedural training, in each case prior to the introduction of recording and as ongoing training;
- Tamworth Borough Council to revisit its Protocol for recording of its meetings at regular intervals to ensure compliance and to protect the public and the Authority from unanticipated reputational damage.

Report.

The webcasting working group has been made up of members from across the council and the committees, some of these members had experience of webcast meetings elsewhere and some were yet to be convinced by the suggestion.

There were multiple parts to the progress on this topic including (but not exclusively)

- Principle of webcasting
- Live broadcast or recorded and published
- Value of investing in webcasting meetings,
- Meetings being recorded by third parties
- Members performance in meetings

The Principle of webcasting.

Initial discussions displayed a variety of thoughts and position around the subject of webcasting including questioning whether anyone would watch, could we justify costs and what would we be able to or want to broadcast.

The working group considered the figures of views that the county council gets and how many people now attend county council meetings. Appendix A shows the figures included from Staffordshire County Council meetings and the viewing figures from the full council meeting broadcast by Tamworth Informed.

Following discussions around viewing figures and the Council holding a full recording of both audio and visual accounts of meetings the working group came to the decision that the principle of recording and broadcasting meetings of Tamworth Borough Council should be agreed as a way forward.

Live Broadcasting or recorded and Published.

The working group again discussed the above figures and the role that a recording may have, secondly to this there was also a discussion around the costs of webcasting.

The Committee was informed that there are a number of different options available for webcasting, these include fully paid for recording and hosting with contract hire equipment, self owned equipment with a live hosting agreement and self own equipment with a recording being made public at some point after the meeting.

When considering the above there was also a discussion about what role the public may take during broadcast meetings. The working group considered that public interaction during a live broadcast may well not achieve the best level of interaction as the meeting would be going on without that input.

The working group concluded that in considering the discussions held in the interest of being publically accountable and open a video and audio recording of meetings should be made and published at the earliest opportunity, with relevant regard to the local government act 1972 as amended relating to confidential matters.

Value of investing in webcasting.

The working group considered the value of investing in technology. The conclusion was very quickly arrived at that this should be achieved at the best value for money option providing a quality audio and video recording of meetings.

Existing opportunities should be considered within the council however it is recognised that the AV equipment currently installed is not being used to its potential and is also somewhat dated

Meetings being Recorded by third parties.

This element of the working groups discussion was prompted by the regular recording of meetings which is now taking place. The ability of the public to record meetings is enshrined in statute and so too is the way in which recordings can be used.

The two outcomes of these discussions are that the council should create and keep a 'control copy' of meetings and that the council looks at other best practice in protocols to protect the public and the council.

Members performance in meetings,

The working group spent time looking at how the council's reputation should be protected and how councillors fit into this during meetings. Having been able to refer to examples elsewhere it was easy to see how members could inadvertently damage both their own reputation and that of the council and so Training should be provided including how equipment is used and member behaviour whilst on camera.

All members are offered training in following areas, 1) use of in house equipment in meeting rooms. 2) appropriate Equality and Diversity training, 3) procedural training

Staffordshire County Council

Table 1 - County Council 2017/18 (as at 30 June 2018)

	Meeting Date	Live Hits	Archive Hits	Total Hits/Meeting
1	25 May 2017	50	209	259
3	20 July 2017	51	94	145
4	31 August 2017	13	26	39
5	12 October 2017	27	73	100
6	14 December 2017	17	71	88
7	15 February 2017	22	96	118
8	22 March 2018	11	83	94
	Total	191	652	843
	Average Per Meeting			105

Table 2 – Cabinet 2017/18 (as at June 2018)

	Meeting Date	Live Hits	Archive Hits	Total Hits/Meeting
1	19 April 2017	2	23	25
2	21 June 2017	5	47	52
3	19 July 2017	20	33	53
4	20 September 2017	0	24	24
5	18 October 2017	8	72	80
6	15 November 2017	8	48	56
7	20 December 2017	8	28	36
8	17 January 2018	4	18	22
9	1 February 2018	3	19	22
10	21 February 2018	3	17	20
11	21 March 2018	3	17	20
	Total	64	346	410
	Average Per Meeting			37

Table 3 - Planning Committee 2017/18 (as at 30 June 2018)

	Meeting Date	Live Hits	Archive Hits	Total Hits/Meeting
1	1 June 2017	7	22	29
2	6 July 2017	17	85	102
3	5 October 2017	6	27	33
4	2 November 2017	9	31	40
	Total	39	165	204
	Average Per Meeting			51

Table 4 - Corporate Review Committee 2017/18 (as at 30 June 2018)

	Meeting Date	Live Hits	Archive Hits	Total Hits/Meeting
1	5 December 2017	3	27	30
	Total	3	27	30
	Average Per Meeting			30

Table 5 - Police and Crime Panel 2017/18 (as at 30 June 2018)

	Meeting Date	Live Hits	Archive Hits	Total Hits/Meeting
1	26 April 2017	7	55	62
2	8 May 2017	5	50	55
3	24 July 2017	7	68	75
4	1 November 2017	17	117	134
5	29 January 2018	25	41	66
	Total	61	331	392
	Average Per Meeting			78

Tamworth Informed video figures for Full council 11th September 2019

On youtube it was 254 separate views. Average duration of a view was 8 mins but one member of the public got hold of the published minutes and inserted in to the agenda the on screen timings from the video. This enabled people to dip into specific parts of the agenda. The Video was shared 18 times on You Tube

On Facebook

11 September push 2681 people reached, 8 likes

14 September push 1023 people reached

16 September push 1998 people reached

So a total of 5702 people reached on FB + 254 on YT total of 5956 of about 6K