

Durham County Council – Social Value Video Transcript

[Text: Durham County Council logo]

[Video Clip: A split screen shot. On the left a young boy looking at a pc monitor. On the right a man is talking into a microphone which is part of a headset.]

[Text: Durham County Council in partnership with Bishop Chadwick Catholic Education Trust.]

[Video Clip: A girl in a school uniform looking at a pc monitor. There are other school pupils visible in the background of the clip.]

[Female narrator 1] I thought it was brilliant. It introduced us about how to keep yourself safe online.

[Video Clip: A shot of hands using a computer keyboard and mouse.]

[Video Clips: Shots of different boys in a school uniforms looking at a pc monitors.]

[Male narrator 1] Thought it sounds fun. because I've studied computer science since I was 14, wanted to know more about it.

[Video Clips: Clips of a girl looking at a monitor. The clip is filmed over the girl's shoulder so you can see the monitors screen which has text and a graph on it.]

[Female narrator 2] I thought it was very useful because cybersecurity is very important to me.

[Female narrator 3] I wasn't really too sure what to expect. I could have guessed what security meant, but the cyber didn't really make a whole lot of sense until after we'd done it.

[Video Clips: Clips of a boy looking at a monitor. The clip is filmed over the boy's shoulder so you can see the monitors screen which has text on it. The camera then pans to take in the face of a girl in the foreground of the picture.]

[Video Clip: A profile shot of a boy in a school uniform looking at a monitor screen. In the background of the shot are more pupils looking at monitor screens.]

[Male narrator 2] It was just something fun and something new to be able to do. It was quite nice being able to interact with other people.

[Audio: Upbeat music plays in the background of the video.]

[Picture: A picture looking down a corridor toward double doors at the end.]

[Text]: Durham County Council provide ICT support to over 650 schools across the North East of England. In October 2020 the Council was awarded Bishop Chadwick Catholic Education Trusts connectivity, telephony and filtering contract. We also committed to offering 200 hours of social value time for the Trust's staff, parents and young people. As part of this we delivered cyber security sessions.

[Video Clip: Speeded up footage of school pupils walking past a woman sat next to a woman. The woman is sitting next to a PC monitor, the training room is full of desks with PC monitors visible on them.]

[Text: Cllr Susan McDonnell Portfolio Holder for Digital and Customer Service]

[Cllr Susan McDonnell] There are three words to attribute, to social value: social, economic, and environmental. And we apply that to our procurements from Durham County Council's point of view. As a council, we have been recognized at a national level because our procurement is delivering projects for social value across authorities nationally. And, we've been identified as an exemplar in the field, which is a big, big feather in our cap from the county council's point of view. When you see a project come to fruition - teams at county hall do a lot of work to get to the stage we are today. It really is quite inspiring.

[Steve Hodgson – ICT Technical Services manager, Durham County Council] So, as a council, we have around eight and a half thousand ICT users. In terms of statistics, we have 800 servers.

Hi, my name's Steve Hodgson. I'm I C T technical services manager at Durham County Council. We're the digital and customer services department. So we'll start off with a bit of background about the council, where the services we provide to citizens and businesses and visitors in the county. And then we get into the depth of the detail on cybersecurity.

So why do we have cybersecurity? In terms of incidents we're attacked over 12 million times per week.

I talk through the kind of threat landscape as it's called, who is trying to do bad things to the council, who is trying to steal data or disrupt services and how we counter those activities. But we do try to make it relevant to the kids. We try to relate it to the curriculum so that they can get something good from this.

[Text] Durham County Council's annual procurement spend is £600m on goods and services. We provide over £20m of services to local partners including schools and academies.

[Brendan Tapping – CEO, Bishop Chadwick Catholic Education Trust] So they're providing for us – IT, broadband and telephony services as a trust. We've been able to improve the connectivity and reduce costs, which is clearly beneficial. But also to improve the quality of service and as an added bonus to that, a really important added bonus, the opportunity for some social value, which means that our children get the chance to benefit from expertise that we wouldn't have within our trust.

[Julie Collins – Commercial Improvement Lead, Bishop Chadwick Catholic Education Trust] From our point of view, there's a lot of skill and there's a lot of expertise. You know, the challenges that we were facing in bringing all of our schools together on one network - If you think about a local authority, that's compounded massively across all of the authority. So, I think they have a huge amount of experience, a huge amount of knowledge and some really strong skill sets that actually really helped our trust and the schools within the trust to really benefit in terms of that understanding.

Durham County Council's annual procurement spend – 68% in the North East region, 58% with SMEs, 49% in County Durham, 13% with third sector suppliers.

[Jim Murray – Head of Education & Skills, Durham County Council] Hello, I'm Jim Murray, head of education and skills at Durham County Council. Social values are really important to us as a council. They're really important to the education and skills debate. And we have a lot of schools with some real challenges in Durham and the challenges that often are around employment opportunities, engaging with employers, working with employers to try and find the best opportunities for all young people, regardless of their abilities or their needs or their skills, to make sure that they have real inspiration and aspirations around future career options.

[Steve Hodgson] Because we're doing this online, it gives us great flexibility. And, that means that we can deliver the service anywhere. Anyone with an internet connection can take advantage and join the sessions. We've done that now four times - provided the four sessions online. We've covered about 250 students and maybe 20 or 30 teachers as well.

[Pupil] Obviously, I knew that Durham County Council didn't just come and collect your bin. They also had the IT sector and it was quite interesting to learn a lot more about who runs it and the type of things that they do on a day to day basis and type of things that they handle and deal with.

[Pupil] Definitely do it. Yeah. It was very useful. Yeah. Helps protect you.

[Pupil] You learn so much more than you genuinely thought you would.

[Julie Collins] I would recommend Durham County Council. I think they're a strong organisation. I think their ethics are in the right place. I think they've got a lot to offer.

[Brendan Tapping] My message would be that we're getting really good value for money. We've got a really good partnership where we are working together, listening to one another. They're really good at meeting our needs. But also, that added value with being a partner that is trusted and prepared to work with us to benefit our people.