



Corporate Overview and Scrutiny Management Board

Date **Monday 18 March 2019**
Time **9.30 am**
Venue **Committee Room 2 - County Hall, Durham**

Business

Part A

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

1. Apologies for Absence
2. Substitute Members
3. Minutes of the meeting held on 13 February 2019 (Pages 3 - 8)
4. Declarations of Interest
5. Update on the delivery of the Medium Term Financial Plan 8 - Report of the Director of Transformation and Partnerships (Pages 9 - 14)
6. Quarter 3, 2018/19 Customer Feedback Report - Report of the Corporate Director Resources (Pages 15 - 36)
7. Quarter Three 2018/19 Performance Management Report - Report of the Director of Transformation and Partnerships (Pages 37 - 106)
8. Quarter 3 December 2018: Forecast of Revenue and Capital Outturn 2018/19 (Pages 107 - 126)
 - i. Report of the Corporate Director Resources
 - ii. Report of the Director of Transformation and Partnerships
9. Refresh of the Work Programme 2019/20 for the Corporate Overview and Scrutiny Management Board - Report of the Director of Transformation and Partnerships (Pages 127 - 136)
10. Update in relation to Petitions - Report of Head of Legal and Democratic Services (Pages 137 - 156)

11. Notice of Key Decisions - Report of Head of Legal and Democratic Services (Pages 157 - 166)
12. Information Update from the Chairs of the Overview and Scrutiny Committees - Report of Director of Transformation and Partnerships (Pages 167 - 172)
13. Such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration

Helen Lynch
Head of Legal and Democratic Services

County Hall
Durham
8 March 2019

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

Councillor R Crute (Chairman)
Councillor A Patterson (Vice-Chairman)

Councillors E Adam, A Batey, R Bell, D Boyes, J Chaplow, M Clarke, K Hawley, P Jopling, H Liddle, L Maddison, J Makepeace, C Martin, O Milburn, C Potts, L Pounder, J Robinson, J Rowlandson, A Shield, M Simmons, H Smith, F Tinsley, J Turnbull, M Wilkes and A Willis

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