



Corporate Overview and Scrutiny Management Board

Date **Friday 16 June 2023**
Time **9.30 am**
Venue **Committee Room 2, County Hall, Durham**

Business

Part A

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

1. Apologies for Absence
2. Substitute Members
3. Minutes of the meeting held on 3 April 2023 (Pages 3 - 14)
4. Declarations of Interest
5. Q4 2022-23 RIPA - Report of the Corporate Director of Resources (Pages 15 - 20)
6. Digital Strategy - Report of the Corporate Director of Resources (Pages 21 - 76)
7. Q4 2022/23 Performance Management Report - Report of the Corporate Director of Resources (Pages 77 - 146)
8. Q4 2022/23 Customer Feedback Report - Report of the Corporate Director of Resources (Pages 147 - 170)
9. Overview and Scrutiny Annual Report 2022-23 - Report of the Corporate Director of Resources (Pages 171 - 192)
10. COSMB Refresh of Work Programme 2023/24 - Report of the Corporate Director of Resources (Pages 193 - 208)

11. Update in relation to Petitions - Report of Head of Legal and Democratic Services (Pages 209 - 214)
12. Notice of Key Decisions - Report of Head of Legal and Democratic Services (Pages 215 - 224)
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
8 June 2023

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

Councillor R Crute (Chair)
Councillor C Lines (Vice-Chair)

Councillors V Andrews, A Batey, J Charlton, J Cosslett, B Coult, S Deinali, J Elmer, K Hawley, P Heaviside, L Hovvells, J Howey, M Johnson, P Jopling, L Maddison, C Marshall, C Martin, J Miller, B Moist, A Reed, K Shaw, M Stead, A Sterling, A Surtees and R Yorke

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