

## Appendix 2

<p><b>Overview and Scrutiny Draft Work Programme 2020/21</b></p> <p>Corporate Overview and Scrutiny Management Board (COSMB)</p> <p>Lead officer: Jenny Haworth</p> <p>Key service contact: Jeff Garfoot</p> <ul style="list-style-type: none"> <li>• More and better jobs</li> <li>• People live long and independent lives</li> <li>• Connected communities</li> <li>• Excellent council</li> </ul>	<p>Note:</p> <p>Overview and Scrutiny Review – A systematic six monthly review of progress against recommendations/action plan</p> <p>Scrutiny/Working Group – In-depth review/light touch review</p> <p>Overview/progress – Information on an issue; opportunity to comment, shape, influence, progress with a scrutiny review</p> <p>Performance/Budget – Ongoing quarterly monitoring performance reports/budgets</p>
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Item	When (subject to management arrangements for remote meetings)	Approach during COVID-19 response period	Who	Outcome	Comment
<b>O/S Review</b>		<ul style="list-style-type: none"> <li>• report to COSMB</li> <li>• circulate to COSMB members via email</li> </ul>			
<b>Scrutiny/Working Group (light touch / in-depth review)</b>					
Budget and MTFP process	17 Dec 2020  22 Jan 2021	Report to COSMB	Jeff Garfoot/ Jenny Haworth	To enable scrutiny members to comment and feed into the MTFP and budget setting process.	To look at any issues and or reviews linked to achieving

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	11 Feb 2021				savings within the MTFP  Update reports considered by COSMB
<b>Overview/Progress</b>					
Transformation Programme, including: <ul style="list-style-type: none"> <li>Transformation and ICT <ul style="list-style-type: none"> <li>- Smarter HR</li> <li>- Smarter ICT</li> </ul> </li> <li>Business support services</li> <li>Digital transformation update – services</li> </ul>	15 Oct 2020 15 Oct 2020 19 Mar 2021 19 Mar 2021 22 Jan 2021	Report to COSMB	<ul style="list-style-type: none"> <li>Andy Palmer/Vicki Murray/ Alison Lazazzera</li> <li>Andy Palmer/Sarah Armstrong</li> <li>Vicki Murray</li> </ul>	To update members on the Transformation Programme.  HR policies and practices have been reviewed  Staff expectations clarified in terms of working smarter  Managers responsibilities and training in place  Large numbers of staff currently home working using ICT  OD – Strategy & delivery plan in place with projects	Members' information

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<ul style="list-style-type: none"> <li>Organisational Development</li> </ul>			<ul style="list-style-type: none"> <li>Alison Lazazzera/Andy Palmer</li> </ul>	<p>being taken forward including: Management and leadership development</p> <p>Corporate and service Workforce development</p> <p>New ways of working and expectations</p> <p>Values and behaviours being embedded across the workforce</p>	
Regulation of Investigatory Powers quarterly report	<p>Quarter 4 2019/20 18 Sept 2020</p> <p>Quarter 1 2020/21 15 Oct 2020</p> <p>Quarter 2 17 Dec 2020</p> <p>Quarter 3 11 Feb 2021</p>	Report to COSMB	Kamila Coulson-Patel	To inform members of the Council's use of powers under the Regulation of Investigatory Powers Act 2000 (RIPA) on a quarterly basis.	Members' information

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Regulation of Investigatory Powers annual report	15 Oct 2020	Report to COSMB	Kamila Coulson-Patel	To inform members of the Council's use of powers under the Regulation of Investigatory Powers Act 2000 (RIPA).	Members' information
Customer Feedback – Compliments, Complaints and Suggestions quarterly report	Q4 2019/20 and Q1 2020/21 18 Sept 2020  Q2 17 Dec 2020  Q3 19 Mar 2021	Circulate via email	Vicki Murray	To inform Members of the Customer Feedback report on a quarterly basis. To present key messages in relation to the management and handling of statutory representations for Children and Adults Social Services.	Members' information
Customer Services – First Point of Contact	15 October 2020	Circulate via email	Vicki Murray	To update members on progress with First Point of Contact project.	Members' information
Overview and Scrutiny Annual Report and six monthly report to Council	18 September 2020	Report to COSMB	Jenny Haworth	Members to sign off the Overview and Scrutiny Annual Report before submission to Council.	Members' information, and circulated widely

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Notice of Key Decisions	At each COSMB	Report to Committee	Jackie Graham	To keep members informed of any additions or amendments.	Members' information
MTFP delivery updates	Cabinet report Quarterly	Circulate via email	Andy Palmer	To provide members with an update on the delivery of the MTFP.	Members' information
<b>Performance/Budget</b>					
<b>Performance</b> Quarterly reporting	Q4 2019/20 and Q1 2020/21 18 Sept 2020  Q2 17 Dec 2020  Q3 19 Mar 2021	Report to COSMB	Jenny Haworth/Tom Gorman	To provide members with progress towards achieving the key outcomes of the council's corporate performance framework.	Standing item
<b>Budget Outturn Report</b> Quarterly reporting - Resources	Q4 2019/20 and Q1 2020/21 18 Sept 2020  Q2 17 Dec 2020	Report to COSMB	Ian Herberson/Michael Grogan	To provide Members with details of the forecast outturn budget position for service groupings.	Standing item

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	Q3 19 Mar 2021				
<b>Periodic updates</b>					
Implications of government policy programme	Cabinet report	Report to COSMB	Jenny Haworth	To keep members informed of the implications of relevant government policies.	As and when
Welfare reform and poverty action plan updates	Cabinet report	Report to COSMB	Andy Palmer/Emma Gardner	To keep members informed of the progress being made by the council and its partners in addressing welfare reform and the wider poverty issues in the county.	For information
County Durham Partnership update	Cabinet report	Circulate via email	Julie Bradbrook	To keep members informed of issues being addressed by the County Durham Partnership and other key initiatives being carried out in partnership across the county.	For information

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Chairs' updates	At each COSMB	Circulate via email	Chair	To keep members informed of scrutiny activity.	For information
Petitions updates Quarterly	19 June 2020 18 Sept 2020 17 Dec 2020 19 Mar 2021	Circulate via email	Jackie Graham	To keep members informed of the status of petitions received by the Authority.	For information
NECA and JTC Overview and Scrutiny work programmes and minutes of meetings	(meetings dates tbc)	Circulate via email	Jenny Haworth	To keep members informed of work ongoing by the NECA O&S and JTC O&S committees.	For information