

<p>Overview and Scrutiny Draft Work Programme 2021/22</p> <p>Corporate Overview and Scrutiny Management Board (COSMB)</p> <p>Lead officer: Andy Palmer</p> <p>Key service contact: Jeff Garfoot</p> <ul style="list-style-type: none"> • More and better jobs • People live long and independent lives • Connected communities • Excellent council 	<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 confirmation of OSC meeting arrangements)	Who	Outcome	Comment
O/S Review				
Scrutiny/Working Group (light touch / in-depth review)				
Budget and MTFP process	Autumn 2021 Jan 2022 Feb 2022	Jeff Garfoot/ Andy Palmer	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 savings within the MTFP Update reports considered by COSMB

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Overview/Progress				
<p>Service Improvement:</p> <ul style="list-style-type: none"> • Transformation of office environment and mixed model of working location • Digital Strategy and Digital Inclusion • Workforce Strategy Delivery • Systemic review of CRM - update • Business support services 	<p>(Site visit combined with meeting when considering transformation of office environment and mixed model of working location)</p>	<ul style="list-style-type: none"> • Andy Palmer/Vicki Murray/ Alison Lazazzera • Vicki Murray • Alison Lazazzera • Vicki Murray • Andy Palmer/Sarah Armstrong 	<p>To update members on the Transformation Programme.</p> <p>HR policies and practices have been reviewed</p> <p>Staff expectations clarified in terms of working smarter</p> <p>Managers responsibilities and training in place</p> <p>Large numbers of staff currently home working using ICT</p> <p>OD – Strategy & delivery plan in place with projects being taken forward including: Management and leadership development</p> <p>Corporate and service workforce development</p>	<p>Members' information</p>

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			<p>New ways of working and expectations</p> <p>Values and behaviours being embedded across the workforce</p>	
Regulation of Investigatory Powers Act (2000) quarterly report	<p>Quarter 4 2020/21 Sept 2021</p> <p>Quarter 1 2021/22 Oct 2021</p> <p>Quarter 2 Dec 2021</p> <p>Quarter 3 Feb 2022</p>	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
Regulation of Investigatory Powers annual report	Sept/Oct 2021	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	<p>Q4 2020/21 June 2021</p> <p>Q1 2021/22 Sept 2021</p> <p>Q2 Dec 2021</p>	Vicki Murray	<p>To inform Members of the Customer Feedback report on a quarterly basis.</p> <p>To present key messages in relation to the</p>	Members' information

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	Q3 Mar 2022		management and handling of statutory representations for Children and Adults Social Services.	
Overview and Scrutiny Annual Report and six monthly report to Council	June 2021 Dec 2021	Andy Palmer	Members to sign off the Overview and Scrutiny Annual Report before submission to Council.	Members' information, and circulated widely
Notice of Key Decisions	At each COSMB	Jackie Graham	To keep members informed of any additions or amendments.	Members' information
Performance/Budget				
Performance Quarterly reporting	Q4 and Q1 2021/22 Sept 2021 Q2 Dec 2021 Q3 Mar 2022	Andy Palmer/Tom Gorman	To provide members with progress towards achieving the key outcomes of the council's corporate performance framework.	Standing item
Budget Outturn Report Quarterly reporting - Resources	Q4 2020/21 and Q1 2021/22 Sept 2021 Q2 Dec 2021 Q3 Mar 2022	Ian Herberson	To provide Members with details of the forecast outturn budget position for service groupings.	Standing item

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Periodic updates				
Implications of government policy programme	Cabinet report	Andy Palmer	To keep members informed of the implications of relevant government policies.	As and when
Welfare reform and poverty action plan updates	Cabinet report	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	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
Chairs' updates	At each COSMB	Chair	To keep members informed of scrutiny activity.	For information
Petitions updates Quarterly	June 2021 Sept 2021 Dec 2021 Mar 2022	Jackie Graham	To keep members informed of the status of petitions received by the Authority.	For information

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NECA and JTC Overview and Scrutiny work programmes and minutes of meetings	(meetings dates tbc)	Stephen Gwilym	To keep members informed of work ongoing by the NECA O&S and JTC O&S committees.	For information