

# Corporate Issues Overview and Scrutiny Committee

16 July 2015



## Review of the Committee's Work Programme 2015-16

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### Report of Lorraine O'Donnell, Assistant Chief Executive

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#### Purpose of the Report

- 1 To provide for Members consideration an updated work programme for the Corporate Issues Overview and Scrutiny Committee 2015-16.

#### Background

- 2 At its meeting on 20 April 2015, the Corporate Issues O/S Committee considered the actions identified within the Council Plan 2015-18 for the Altogether Better Council priority theme and agreed to refresh its work programme to include a number of these actions.

#### Detail

- 3 In accordance with this decision, a work programme for 2015-16 has been prepared, which is attached at Appendix 2.
- 4 Members are requested to also identify any possible areas of scrutiny investigation, (in-depth and light touch reviews). Members may recall, at the CIOSC meeting of 20 April, discussions highlighted that:
  - the MTFP is the ongoing area of major focus and that early involvement is important.
  - the planned review of attendance management will be an important area of focus.
- 5 Subsequent discussion between the Chair of the Corporate Issues Overview and Scrutiny Committee and Cabinet members has highlighted that in addition to updates already planned on the Customer First Strategy, there is potential identified for a follow on scrutiny exercise.

#### Recommendation

- 6 Members of the Committee are asked to agree the attached work programme.

#### Background papers

Council Plan 2015 -18.

Corporate Issues OSC Report 20 April 2015 – Council Plan 2015-18 – Refresh of the Work Programme for the Corporate Issues Scrutiny Committee.

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## **Appendix 1: Implications**

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### **Finance**

The Council Plan sets out the corporate priorities of the Council for the next 3 years. The Medium Term Financial Plan aligns revenue and capital investment to priorities within the Council Plan.

### **Staffing**

None

### **Risk**

None

### **Equality and Diversity / Public Sector Equality Duty**

None

### **Accommodation**

None

### **Crime and Disorder**

None

### **Human Rights**

None

### **Consultation**

None

### **Procurement**

None

### **Disability Issues**

None

### **Legal Implications**

None.

**OVERVIEW AND SCRUTINY WORK PROGRAMME  
2015 TO 2017**

**Corporate Issues Overview and Scrutiny Committee (CIOSC)**

**Lead Officer:** Jenny Haworth

**IPG contact:** Jeff Garfoot/Paul Darby

**Note:**

**O/S Review** – A systematic 6 monthly review of progress against recommendations/Action Plan

**Scrutiny/Working Group** – In-depth Review/Light Touch Review

**Overview/progress** – information on an issue; opportunity to comment, shape, influence, progress with a scrutiny review

**Performance/Budget** – ongoing monitoring (quarterly) performance reports/budgets

	<b>When</b>	<b>Who</b>	<b>Outcome</b>	<b>Comment</b>
<b>O/S Review</b>				
Customer First Strategy	28 September 2015	Alan Patrickson	To follow up on the recommendations of this review	To provide updates on progress and allow discussion around a potential future scrutiny review relating to Improving Customer Relationship Management.
<b>Scrutiny/Working Group (Light Touch/In-depth review)</b>				
Attendance Management Policy	May – Nov 2015	J Haworth S Gwilym Kim Jobson	To enable Scrutiny Members to have input into the Attendance Management Policy	Task and Finish Group – objectives: improved management performance and absence levels

Budget and MTFP process  Improving efficiency and value for money	Sept 2015 – March 2016  Dates to be confirmed	Jeff Garfoot/ J Haworth	To enable scrutiny Members to comment and feed into MTFP and DCC's budget setting process – and also monitor continuously as a priority for CIOSC (joint with OSMB)	A commissioned approach to look at any issues/reviews linked to achieving savings within the MTFP as and when requested  Update reports considered by CIOSC
<b>Overview/Progress</b>				
Regulation of Investigatory Powers	2014/15 Annual Review –28 Sept 2015  2015/16 Q1 – 28 Sept 2015  2015/16 Q2 – 26 Jan 2016  2015/16 Q3 – 20 April 2016  2015/16 Annual Review - tbc	Colette Longbottom/Clare Burrows	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
Customer Feedback – Compliments, Complaints and Suggestions quarterly report	2014/15 Q4 – 23 July 2015  2015/16 Q1 – 28 Sept 2015	A Patrickson/Mary Readman	To inform Members of the Customer Feedback report on a quarterly basis	Members' information

	2015/16 Q2 – 26 Jan 2016			
	2015/16 Q3 – 20 April 2016			
	2015/16 Q4 - tbc			
Corporate Complaints Review	23 July 2015	Su Jordan	To inform Members of progress in improving complaints handling	Members' information
CAS Annual Representations Report	17 Nov 2015	Gill Ward/Clare McLaren	To inform Members of the key messages in relation to the management and handling of statutory representations of CAS	Members' information
ICT Strategy Update	17 Nov 2015	Phil Jackman	To regularly update Members on ICT services	Members' information

<b>Performance/Budget</b>				
<p><b>Performance</b></p> <p>Quarter Reporting (Assistant Chief Executives and Resources)</p>	<p>Q4 2014/15 – 23 July 2015</p> <p>Q1 2015/16 – 28 Sept 2015</p> <p>Q2 2015/16 – 26 Jan 2016</p> <p>Q3 2015/16 – 20 April 2016</p> <p>Q4 – tbc</p>	<p>Jenny Haworth</p>		<p>Standing item</p>
<p><b>Budget Outturn Report</b></p> <p>Quarter Reporting (Assistant Chief Executives and Resources)</p>	<p>Q4 2014/15 and Q1 2015/16 – 28 Sept 2015</p> <p>Q2 – 26 Jan 2016</p> <p>Q3 – 20 April 2016</p> <p>Q4 - tbc</p>	<p>Jeff Garfoot</p>		<p>Standing item</p>