

Corporate Issues Overview and Scrutiny Committee

11 July 2016



Review of the Committee's Work Programme 2016-17

Report of Lorraine O'Donnell, Assistant Chief Executive

Purpose of the Report

- 1 To provide for Members consideration an updated work programme for the Corporate Issues Overview and Scrutiny Committee 2016-17.

Background

- 2 At its meeting on 20th April 2016, the Corporate Issues O/S Committee considered the actions identified within the Council Plan 2016-19 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 2016-17 has been prepared, which is attached at Appendix 2.
- 4 Members also considered potential topics for in depth scrutiny review activity at the CIOSC meeting of 20th April. Discussions highlighted that:
 - the MTFP is the ongoing area of major focus and that early involvement is important;
 - other possible areas for the CIOSC work programme included:
 - Overview of ICT;
 - A systematic review of Attendance Management, update on recommendations;
 - Progress on appraisals performance;
 - Consideration of succession planning.
- 5 Following a recommendation from the Customer First Strategy review, a review of the Customer Relationship Management System is currently taking place.

Recommendation

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

Background papers - Council Plan 2016 -19; Corporate Issues OSC Report 20 April 2016 – Council Plan 2016-19 – Refresh of the Work Programme for the Corporate Issues Scrutiny Committee.

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Appendix 1: Implications

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.

APPENDIX 2

<p>OVERVIEW AND SCRUTINY WORK PROGRAMME 2016 TO 2017</p> <p>Corporate Issues Overview and Scrutiny Committee (CIOSC)</p> <p>Lead Officer: Jenny Haworth</p> <p>IPG contact: Paul Darby/Jeff Garfoot</p>	<p>Note:</p> <p>O/S Review – A systematic 6 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 monitoring (quarterly) performance reports/budgets</p>
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	When	Who	Outcome	Comment
O/S Review				
Attendance Management Policy	11 July 2016	J Haworth S Gwilym Joanne Kemp (Res)	To follow up on the recommendations of the review	To provide updates on the recommendations of the review (systematic review)
Scrutiny/Working Group (Light Touch/In-depth review)				
Customer Relationship Management System (Task and Finish Group)	Jan – Sept 2016	Alan Patrickson/ Cheryl Duggan	A CRM system that meets the needs of DCC, local people and Members	To provide Members with the opportunity to assess the functionality of the new CRM system, examine operational needs of members, and ‘road test’ the new system

Budget and MTFP process	10 October 2016	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
Improving efficiency and value for money	26 Jan 2017 (joint with OSMB)			Update reports considered by CIOSC
Overview/Progress				
Regulation of Investigatory Powers	Annual Review and Quarter 1 2016/17 10 Oct 2016 2016/17 Quarter 2 22 Nov 2016 2016/17 Quarter 3 26 Jan 2017 2016/17 Quarter 4 21 April 2017	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 Future update to include a short presentation on RIPA types of authority operations.
Customer Feedback – Compliments, Complaints and Suggestions quarterly report	2015/16 Q4 – 11 July 2016 2016/17 Q1 – 10 Oct 2016	A Patrickson/Mary Readman	To inform Members of the Customer Feedback report on a quarterly basis	Members' information

	2016/17 Q2 – 26 Jan 2017 2016/17 Q3 – 21 April 2017			
CAS Annual Representations Report	10 Oct 2016	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	As and when required	Phil Jackman	To regularly update Members on ICT services	Members' information
Performance/Budget				
Performance Quarter Reporting (Assistant Chief Executives and Resources)	Q4 2015/16 – 11 July 2016 Q1 2016/17 – 10 Oct 2016 Q2 2016/17 – 26 Jan 2017	Jenny Haworth		Standing item

	Q3 2016/17 – 21 April 2017			
	Q4 – tbc			
Budget Outturn Report Quarter Reporting (Assistant Chief Executives and Resources)	Q4 2015/16 and Q1 2016/17 10 Oct 2016	Jeff Garfoot		Standing item
	Q2 2016/17 – 22 Nov 2016			
	Q3 2016/17 – 21 April 2017			