

<p><b>OVERVIEW AND SCRUTINY WORK PROGRAMME 2017 TO 2019</b></p> <p><b>Corporate Overview and Scrutiny Management Board (COSMB)</b></p> <p><b>Lead Officer:</b> Jenny Haworth</p> <p><b>IPG contact:</b> Paul Darby/Jeff Garfoot (tbc)</p>	<p><b>Note:</b></p> <p><b>O/S Review</b> – A systematic 6 monthly review of progress against recommendations/Action Plan</p> <p><b>Scrutiny/Working Group</b> – In-depth Review/Light Touch Review</p> <p><b>Overview/progress</b> – information on an issue; opportunity to comment, shape, influence, progress with a scrutiny review</p> <p><b>Performance/Budget</b> – ongoing monitoring (quarterly) performance reports/budgets</p>
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	When	Who	Outcome	Comment
<b>O/S Review</b>				
Customer Relationship Management System (Task and Finish Group)	Jan 2018	Alan Patrickson/ Cheryl Duggan	To follow up on the recommendations of the review	To provide Members with an update of the functionality of the new CRM system, and an update on the recommendations of the light touch review, to follow within 9-12 months of the report being signed off at CIOSC on 26 January 2017. (There may be an earlier update regarding results of the proposed pilot to be held in June 2017.)

<b>Scrutiny/Working Group (Light Touch/In-depth review)</b>				
Budget and MTFP process  To be confirmed		Jeff Garfoot/ J Haworth		
Customer Relationship Management System (CRM) Member Portal (light touch review)	July – Oct 2017	Alan Patrickson	To continue the light touch review of the CRM system, looking at the Members’ Portal and being part of the pilot (recommended in the CRM review)	Follow up from the CRM light touch review, in light of the recommendation for a pilot from new and returning Members, and to enable them to have input into the ‘bespoke’ Member Portal
<b>Overview/Progress</b>				
Transformation Programme, including: <ul style="list-style-type: none"> <li>• ICT Strategy</li> <li>• Organisational Development</li> <li>• Use of premises/modern ways of working</li> </ul>	Regular updates	L O’Donnell/R Goodes	To update Members on the Transformation Programme	Members’ information
Regulation of Investigatory Powers	2017/18 Quarter 1 27 Oct 2017  2017/18 Quarter 2 18 Dec 2017  2017/18 Quarter 3 14 Feb 2018	Clare Pattinson/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

	Q4/Annual Rept 19 March 2018			
Customer Feedback – Compliments, Complaints and Suggestions quarterly report	2015/16 Q4 23 June 2017  2016/17 Q1 – 15 Sept 2017  2016/17 Q2 – 27 Oct 2017  2016/17 Q3 – 14 Feb 2018	A Patrickson/Mary Readman	To inform Members of the Customer Feedback report on a quarterly basis	Members' information
CAS Annual Representations Report (merged with Customer Feedback reports in June 2017)	23 June 2017 (Annually)		To present key messages in relation to the management and handling of statutory representations of CAS	
Overview and Scrutiny Annual Report	23 June 2017	Jenny Haworth	Members to sign off the O/S Annual Report	Members' information, and circulated more widely
Notice of Key Decisions	At each COSMB	Ros Layfield	To monitor additions/ amendments	Members' information
Implications of the Government's policy	Cabinet report	Roger Goodes		

programme				
Welfare reform and poverty action plan updates	Cabinet report	Roger Goodes		
<b>Performance/Budget</b>				
<b>Performance</b> Quarter Reporting (Assistant Chief Executives and Resources)  (Includes information on Appraisals)	Q4 2016/17 – 23 June 2017  Q1 2017/18 – 15 Sept 2017  Q2 2017/18 – 18 Dec 2017  Q3 2017/18 – 19 March 2018	Jenny Haworth		Standing item
<b>Budget Outturn Report</b> Quarter Reporting (Assistant Chief Executives and Resources)	Q4 2016/17 15 Sept 2017  Q1 2017/18 27 Oct 2017  Q2 2017/18 18 Dec 2017  Q3 2017/18 19 March 2018	Jeff Garfoot		Standing item
<b>Regular updates</b>				

MTFP delivery updates (quarterly)	Cabinet report	Roger Goodes		
Co Durham Partnership update	Cabinet report	Clare Marshall		
Chairs' briefings	At each COSMB	Jenny Haworth		
Petitions updates	Every other COSMB	Ros Layfield/Jackie Graham		