



Corporate Issues Overview and Scrutiny Committee

Date Monday 10 October 2016
Time 9.30 am
Venue Committee Room 2, County Hall, Durham

Business

Part A

Items during which the Press and Public are welcome to attend. Members of the Public can ask questions with the Chairman's agreement.

1. Apologies.
2. Substitute Members.
3. Minutes of the meeting held 11 July 2016 (Pages 1 - 6)
4. Declarations of Interest, if any.
5. Regulation of Investigatory Powers Act 2000 - Annual Review of the Council's use of powers and approval of RIPA Policy (Pages 7 - 56)
Report of the Head of Legal and Democratic Services:-
 - i) Annual Review of the Council's use of powers and approval of RIPA Policy Report of the Head of Legal and Democratic Services.
 - ii) Report of the Council's use of powers under the Regulation of Investigatory Powers Act 2000 – Quarter 1 2016/17.
6. Quarter 1 - 2016/17 Performance Management Report (Pages 57 - 74)
Report of the Director of Transformation and Partnerships
7. Customer Feedback: Complaints Compliments and Suggestions 2016/17 - Quarter 1 (Pages 75 - 92)
Report of the Corporate Director of Regeneration and Local Services
8. Revenue and Capital Outturn 2015/16 and Q1 Forecast of Revenue and Capital Outturn 2016/17 (Pages 93 - 122)
 - i) Report of the Corporate Director Resources
 - ii) Report of the Director of Transformation and Partnerships
9. CRM Light Touch Review Working Group - Verbal Update

10. Such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration.

Colette Longbottom
Head of Legal and Democratic Services

County Hall
Durham
30 September 2016

To: **The Members of the Corporate Issues Overview and Scrutiny Committee**

Councillor J Lethbridge (Chairman)
Councillor K Henig (Vice-Chairman)

Councillors J Alvey, B Armstrong, J Armstrong, L Armstrong, H Bennett, G Bleasdale, J Carr, P Crathorne, J Hillary, E Huntington, N Martin, J Rowlandson, A Shield, P Stradling, L Taylor, A Turner, M Wilkes, S Wilson and R Young

Contact: Lucy Gladders

Tel: 03000 269712
