



Corporate Overview and Scrutiny Management Board

Date **Friday 20 March 2020**
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 Chair's agreement.**

1. Apologies for Absence
2. Substitute Members
3. Minutes of the meeting held on 14 February 2020 (Pages 3 - 14)
4. Declarations of Interest, if any
5. Quarter Three 2019/20 Customer Feedback: (Pages 15 - 40)
Report of the Corporate Director of Resources.
6. Quarter Three 2019/20 Performance Management: (Pages 41 - 110)
Report of the Corporate Director of Resources.
7. Refresh of the Work Programme 2020/21 for the Corporate Overview
and Scrutiny Management Board: (Pages 111 - 120)
Report of the Corporate Director of Resources.
8. County Durham Partnership Update: (Pages 121 - 142)
Report of the Corporate Director of Adult and Health Services.
9. Such other business as, in the opinion of the Chair of the meeting, is
of sufficient urgency to warrant consideration

Helen Lynch
Head of Legal and Democratic Services

County Hall
Durham
12 March 2020

To: **The Members of the Corporate Overview and Scrutiny
Management Board**

Councillor R Crute (Chair)
Councillor A Batey (Vice-Chair)

Councillors E Adam, R Bell, D Boyes, J Chaplow, M Clarke, A Hopgood,
P Jopling, B Kellett, H Liddle, L Maddison, J Makepeace, R Manchester,
C Martin, O Milburn, C Potts, J Robinson, J Rowlandson, A Savory,
A Shield, H Smith, F Tinsley, J Turnbull, M Wilkes and A Willis