



Standards Committee

Date **Friday 16 September 2011**
Time **10.00 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. Minutes of the Meeting held on 27 May 2011 (Pages 1 - 6)
2. Declarations of Interest, if any
3. Performance Report for Quarter 1 of 2011/12: Complaints, Compliments and Suggestions - Report of Corporate Director, Neighbourhood Services (Pages 7 - 38)
4. Annual Report of Statutory Adult Social Care Complaints, Compliments and Comments 2010/11 - Report of Corporate Director Adults, Wellbeing and Health (Pages 39 - 78)
5. Draft Annual Report of the Standards Committee 2010/11 - Report of the Chair of the Standards Committee (Pages 79 - 154)
6. Town and Parish Council Sub Committee - Report of the Chair of the Town and Parish Council Sub Committee (Pages 155 - 158)
7. Such other business as in the opinion of the Chairman of the Meeting is of sufficient urgency to warrant consideration.
8. Any resolution relating to the exclusion of the public during the discussion of items containing exempt information.

Part B Items

during which it is considered the meeting is not likely to be open to the public (consideration of exempt or confidential information)

9. Update on the handling of Current Complaints - Report of Head of Legal and Democratic Services and Monitoring Officer (Pages 159 - 164)
10. Review of Completed Complaints
11. 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
8 September 2011

To: The Members of the Standards Committee

Mrs D Winter (Chairman)
Councillor P Charlton (Vice Chairman)

Councillors J Armstrong, A Bainbridge, E Bell, C Carr, D Farry, G Holland, J Shiel, D J Southwell, W Stelling, M Williams and S Zair

Mr J G Armstrong, Mr D Balls, Mrs D Balmer, Mr J Hitchman and Mrs T Naples

Councillors T Batson, F Duggan, M Goyns, D Liversidge and J Marr

- N.B.**
- 1. All other Members of the County Council and the Co-opted Voting Members of the County Council's Overview and Scrutiny Management Board are invited to attend for Part A Business**
 - 2. Members of the Standards Committees of Durham Police Authority and County Durham and Darlington Fire and Rescue Authority are also invited for Part A Business**