



Corporate Issues Overview and Scrutiny Committee

Date Monday 25 November 2013
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 14 October 2013. (Pages 1 - 6)
4. Declarations of Interest, if any.
5. Report on the Council's use of powers under the Regulation of Investigatory Powers Act 2000 - Quarter 2 2013/14 (Pages 7 - 10)
Report of the Head of Legal and Democratic Services.
6. Review of Sustainable Community Strategy (SCS), Council Plan and Service Plans (Pages 11 - 24)
Report of the Assistant Chief Executive.
7. Quarter 2 2013/14 Performance Management Report (Pages 25 - 40)
Report of the Assistant Chief Executive.
8. Customer Feedback: Complaints, Compliments and Suggestions - Quarter 2 Report 2013/14 (Pages 41 - 62)
Report of the Corporate Director Neighbourhood Services.
9. Children and Adults Services Annual Representations Report 2012/13 (Pages 63 - 106)
Report of the Corporate Director, Children and Adults Services.

10. Quarter 2 Forecast of Revenue and Capital Outturn 2013/14
(Pages 107 - 120)
 - (i) Report of the Assistant Chief Executive.
 - (ii) Report of the Corporate Director Resources.
11. Customer First Strategy - Proposed Corporate Issues OSC Task and Finish Group (Pages 121 - 130)
Joint Report of the Assistant Chief Executive and Corporate Director of Neighbourhood Services.
12. 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
15 November 2013

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

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

Councillors J Alvey, J Armstrong, L Armstrong, G Bleasdale, J Buckham, P Crathorne, J Hillary, E Huntington, N Martin, P McCourt, E Murphy, A Shield, T Smith, P Stradling, L Taylor, A Turner, M Wilkes, S Wilson and R Young

Contact: Lucy Stephenson

Tel: 03000 269712
