



## Corporate Issues Overview and Scrutiny Committee

**Date** Thursday 27 March 2014  
**Time** 9.30 am  
**Venue** Committee Room 1A, County Hall, Durham

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### 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. Declarations of Interest, if any.
4. Minutes of the meeting held 19th February 2014 (Pages 1 - 6)
5. Quarter 3 2013/14 Performance Management Report (Pages 7 - 20)  
Report of the Assistant Chief Executive.
6. Customer Feedback: Complaints, Compliments and Suggestions Quarter 3 Report 2013/14 (Pages 21 - 42)  
Report of the Corporate Director, Neighbourhood Services.
7. Forecast of Revenue and Capital Outturn 2013/14 (Pages 43 - 56)
  - (i) Report of the Assistant Chief Executive
  - (ii) Report of the Corporate Director Resources.
8. Council Plan - Refresh of the Work Programme for Corporate Issues Overview and Scrutiny Committee (Pages 57 - 74)
9. Customer First Task and Finish Group - Progress Update  
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  
19 March 2014

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.

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