



Corporate Issues Overview and Scrutiny Committee

Date Monday 7 July 2014
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. Declarations of Interest, if any.
4. Minutes of the meeting held 27 March 2014. (Pages 1 - 8)
5. Report on the Council's use of powers under the Regulation of Investigatory Powers Act 2000 - Quarter 4 2013/14 (Pages 9 - 12)
Report of the Head of Legal and Democratic Services.
6. Quarter 4 2013/14 Performance Management Report (Pages 13 - 34)
Report of the Assistant Chief Executive.
7. Customer feedback: Complaints, Compliments and Suggestions Year End Report 2013/14 (Pages 35 - 52)
Report of the Corporate Director, Neighbourhood Services.
8. Creditor Payment Performance 2013/14 (Pages 53 - 58)
Report of the Corporate Director Resources.
9. Refresh of the Work Programme 2014/15 for the Corporate Issues Overview and Scrutiny Committee (Pages 59 - 66)
Report of the Assistant Chief Executive.
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
27 June 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, A Shield, T Smith,
P Stradling, L Taylor, A Turner, M Wilkes, S Wilson and R Young

Contact: Lucy Gladders

Tel: 03000 269712
