



Special Corporate Issues Overview and Scrutiny Committee

Date **Friday 17 October 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 for Absence.
2. Substitute Members.
3. Declarations of Interest, if any.
4. Customer First Task and Finish Group Review (Pages 1 - 68)
Report of the Assistant Chief Executive.
5. Customer Feedback: Complaints, Compliments and Suggestions Quarter 1
Report 2014/15 (Pages 69 - 86)
Report of the Corporate Director Neighbourhood Services
6. Children and Adults Services Statutory Annual Representations Report
2013/14 (Pages 87 - 134)
Report of the Corporate Director of Children and Adults Services
7. 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
9 October 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

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