



Corporate Issues Overview and Scrutiny Committee

Date Tuesday 17 November 2015
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 28 September 2015 (Pages 1 - 8)
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 - 2015/16 (Pages 9 - 12)
Report of the Head of Legal and Democratic Services.
6. Customer First Task and Finish Group Review - Update on progress against recommendations (Pages 13 - 88)
Joint Report of the Corporate Director Neighbourhood Services and Assistant Chief Executive.
7. Q1 2015/16 Customer Feedback: Complaints, Compliments and Suggestions (including LGO reporting) (Pages 89 - 104)
Report of the Corporate Director Neighbourhood Services.
8. Children and Adults Services Annual Statutory Representations 2014/15 (Pages 105 - 150)
Report of the Corporate Director Children and Adults Services.
9. Corporate Issues Overview and Scrutiny Committee - Attendance Management Working Group Review (Pages 151 - 184)
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
9 November 2015

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

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

Councillors J Alvey, B Armstrong, J Armstrong, L Armstrong, H Bennett,
G Bleasdale, J Carr, P Crathorne, J Hillary, E Huntington, N Martin, J Rowlandson,
A Shield, P Stradling, L Taylor, A Turner, M Wilkes, S Wilson and R Young

Contact: Lucy Gladders

Tel: 03000 269712
