



Corporate Issues Overview and Scrutiny Committee

Date **Wednesday 20 April 2016**
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 on: (Pages 1 - 12)
 - (i) 26 January 2016
 - (ii) 19 February 2016 – Special Joint meeting with Overview and Scrutiny Management Board.
4. Declarations of Interest, if any.
5. Report on the Council's use of powers under the Regulation of Investigatory Powers Act 2000 - Quarter 4 - 2015/16 (Pages 13 - 16)
Report of the Head of Legal & Democratic Services.
6. Quarter 3 2015/16 Performance Management Report (Pages 17 - 34)
Report of the Assistant Chief Executive.
7. Customer Feedback: Complaints, Compliments and Suggestions 2015/16 - Quarter 3 (Pages 35 - 50)
8. Quarter 3 Forecast of Revenue and Capital Outturn 2015/16 (Pages 51 - 64)
 - (i) Resources – Report of the Corporate Director Resources.
 - (ii) Assistant Chief Executive – Report of the Assistant Chief Executive.
9. Council Plan 2016-2019 Refresh of the Work Programme for the Corporate Issues Scrutiny Committee (Pages 65 - 76)
Report of the Assistant Chief Executive.

10. CRM Light Touch Review - Verbal Update.
11. 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
12 April 2016

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

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