



Corporate Issues Overview and Scrutiny Committee

Date Thursday 23 July 2015
Time 9.30 am
Venue Committee Room 1B, 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. Minutes of the meeting held 20 April 2015 (Pages 1 - 10)
4. Declarations of Interest, if any
5. Quarter 4 2014/15 Performance Management Report: (Pages 11 - 36)
Report of the Assistant Chief Executive.
6. Customer Feedback: Complaints, Compliments and Suggestions Quarter 4 Report 2014/15: (Pages 37 - 54)
Joint Report of the Corporate Director Neighbourhood Services and Assistant Chief Executive.
7. Corporate Complaints: (Pages 55 - 76)
 - (i) Report of the Assistant Chief Executive.
 - (ii) Presentation by Su Jordan, CCU Programme Office Manager, Assistant Chief Executive's.
8. Council Plan 2015/2018 - Refresh of Work Programme for Corporate Issues Overview and Scrutiny Committee: (Pages 77 - 82)
Report of the Assistant Chief Executive.
9. 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
15 July 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