



Corporate Issues Overview and Scrutiny Committee

Date Monday 11 July 2016
Time 11.30 am (Please note later start time)
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 20 April 2016 (Pages 1 - 8)
4. Declarations of Interest, if any.
5. Customer Feedback: Complaints Compliments and Suggestions 2015/16 - Year-end (Pages 9 - 28)
Report of the Interim Corporate Director, Neighbourhood Services.
6. Quarter 4 2015/16 Performance Management Report (Pages 29 - 52)
Report of the Assistant Chief Executive.
7. Scrutiny review of Attendance Management - Update on progress against recommendations (Pages 53 - 64)
Joint Report of the Assistant Chief Executive and Interim Corporate Director, Resources.
8. Review of the Committee's Work Programme 2016-17 (Pages 65 - 70)
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
1 July 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

Contact: Lucy Gladders

Tel: 03000 269712
