



**Joint Meeting of Overview and Scrutiny Management Board  
And Corporate Issues Overview and Scrutiny Committee**

**Date**            **Thursday 26 January 2017**  
**Time**            **9.30 am**  
**Venue**          **Committee Room 2, County Hall, Durham**

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**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 25 November 2016 (Pages 3 - 8)
4. Declarations of Interest, if any.
5. Medium Term Financial Plan (7), Council Plan, Service Plans 2017/18 - 2019/20 and 2017/18 Budget (Pages 9 - 52)  
Joint Report of the Corporate Director Resources and Director of Transformation and Partnerships.
6. Quarter 2 2016/17 Performance Management Report (Pages 53 - 68)  
Report of the Director of Transformation and Partnerships.
7. Customer Feedback: Complaints, Compliments and Suggestions 2016/17 - Quarter 2 (Pages 69 - 82)  
Report of the Corporate Director Regeneration and Local Services.
8. Quarter 2 September 2016: Forecast of Revenue and Capital Outturn 2016/17 (Pages 83 - 96)
  - (i) Report of the Corporate Director Resources
  - (ii) Report of the Director of Transformation and Partnerships

9. Customer Relationship Management System Review - Report and Recommendations (Pages 97 - 120)  
Report of the Director of Transformation and Partnerships.
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  
18 January 2017

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

Councillor J Armstrong (Chairman)  
Councillor P Stradling (Vice-Chairman)

Councillors E Adam, A Batey, R Bell, H Bennett, J Blakey, D Boyes, K Corrigan, R Crute, B Graham, K Henig, J Hillary, A Hopgood, P Lawton, J Lethbridge, T Nearney, M Nicholls, C Potts, L Pounder, J Robinson, A Shield, M Simmons, W Stelling, J Turnbull and S Wilson

**Faith Communities Representatives:**  
Mrs M Elliott

**Parent Governor Representatives:**  
Mr R Patel

**Other Members:**  
Councillors J Alvey, B Armstrong, G Bleasdale, J Carr, P Crathorne, E Huntington, N Martin, J Rowlandson, J Shuttleworth, L Taylor, A Turner, M Wilkes and R Young

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**Contact: Lucy Gladders**

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