



**DARLINGTON**

Borough Council

# Economy and Resources Scrutiny Committee Agenda

9.30 am

Thursday, 6 January 2022

Via Microsoft Teams

**As a result of concerns around the Omicron variant, this meeting will be held on a virtual basis. Members of the public can view a live stream of the meeting at:**

**<https://www.darlington.gov.uk/livemeetings>**

**Members of the public wanting to make representations at the meeting can do so by e-mailing [shirley.wright@darlington.gov.uk](mailto:shirley.wright@darlington.gov.uk) no later than 9.30 a.m. on Wednesday, 5 January, 2022. Members of the public may also approach their Ward Councillors (who can attend this virtual meeting) and request that they put their views to the Committee.**

1. Introductions/Attendance at Meeting
2. Declarations of Interest
3. Minutes –  
To approve the Minutes of the meeting of this Scrutiny Committee held on 4 November 2021  
(Pages 3 - 6)
4. Customer Services and Digital Strategy –  
Report of the Assistant Director Housing and Revenues  
(Pages 7 - 24)
5. Performance Indicators Quarter 2 - 2021/22 –  
Report of the relevant Assistant Directors  
(Pages 25 - 34)
6. Medium Term Financial Plan 2022/23 to 2025/26 –

Report of the Assistant Director Resources  
(Pages 35 - 106)

7. Work Programme –  
Report of the Assistant Director Law and Governance  
(Pages 107 - 118)
8. SUPPLEMENTARY ITEMS (if any) which in the opinion of the Chair of this Committee are  
of an urgent nature and can be discussed at this meeting
9. Questions



**Luke Swinhoe**  
**Assistant Director Law and Governance**

**Wednesday, 29 December 2021**

**Town Hall**  
**Darlington.**

**Membership**

Councillors Bartch, Boddy, Crudass, Harker, L Hughes, Mrs D Jones, McEwan, Paley, Renton,  
Wright and Vacancy

If you need this information in a different language or format or you have any other queries on  
this agenda please contact Shirley Wright, Democratic Manager, Operations Group, during  
normal office hours 8.30 a.m. to 4.45 p.m. Mondays to Thursdays and 8.30 a.m. to 4.15 p.m.  
Fridays E-mail: [shirley.wright@darlington.gov.uk](mailto:shirley.wright@darlington.gov.uk) or telephone 01325 405998