



# Economy and Resources Scrutiny Committee Agenda

10.00 am

Thursday, 31 August 2023

Council Chamber, Town Hall, Darlington. DL1 5QT

**Members of the Public are welcome to attend this Meeting.**

1. Introductions/Attendance at Meeting
2. Declarations of Interest
3. Minutes (Pages 3 - 4)
4. Customer Services Digital Strategy Update –  
Update by the Head of Housing  
(Pages 5 - 22)
5. Revenue Budget Monitoring 2023/24 - Quarter 1 –  
Report of the Assistant Director Resources  
(Pages 23 - 40)
6. Annual Review of the Investment Fund - Update –  
Report of the Assistant Director Resources  
(Pages 41 - 48)
7. Project Position Statement and Capital Programme Monitoring Quarter 1 2023/24 –  
Report of the Assistant Director Transport & Capital Projects  
(Pages 49 - 76)
8. Work Programme –

Report of the Assistant Director Law and Governance  
(Pages 77 - 88)

9. 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 –

Item 9(a) – Complaints Made to Local Ombudsman  
Report of the Complaints & Information Governance Manager  
**Reason for Urgency - To consider the report prior to 5 September Cabinet**

Item 9(b) - Complaints, Compliments and Comments Annual Reports 2022 2023  
Report of the Complaints & Information Governance Manager  
**Reason for Urgency - To consider the report prior to 5 September Cabinet**  
(Pages 89 - 234)

10. Questions



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

**Wednesday, 23 August 2023**

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

**Membership**

Councillors Baker, Dillon, Coe, Durham, Haszeldine, Henderson, Marshall, McGill, Ray and Mrs Scott

If you need this information in a different language or format or you have any other queries on this agenda please contact Michael Conway, Mayoral and Democratic Officer, 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: [michael.conway@darlington.gov.uk](mailto:michael.conway@darlington.gov.uk) or telephone 01325 4056309