

To: Members of the Performance  
Scrutiny Committee

Date: 14 February 2014

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Dear Councillor

You are invited to attend a meeting of the **PERFORMANCE SCRUTINY COMMITTEE** to be held at **9.30 am** on **THURSDAY, 20 FEBRUARY 2014** in **CONFERENCE ROOM 1A, COUNTY HALL, RUTHIN.**

Yours sincerely

G. Williams  
Head of Legal and Democratic Services

## AGENDA

### **PART 1 - THE PRESS AND PUBLIC ARE INVITED TO ATTEND THIS PART OF THE MEETING**

#### **1 APOLOGIES**

#### **2 DECLARATION OF INTERESTS**

Members to declare any personal or prejudicial interests in any business identified to be considered at this meeting.

#### **3 URGENT MATTERS AS AGREED BY THE CHAIR**

Notice of items which, in the opinion of the Chair, should be considered at the meeting as a matter of urgency pursuant to Section 100B(4) of the Local Government Act 1972.

#### **4 MINUTES OF THE LAST MEETING**

To receive the minutes of the Performance Scrutiny Committee held on the 16<sup>th</sup> January, 2014 (copy enclosed).

#### **5 MODERNISING EDUCATION - PROGRESS REPORT**

To receive a report from the Head of Education (copy enclosed) which provided details of the progress in respect of Modernising Education.

**9.35 a.m.**

#### **Comfort Break**

#### **6 YOUR VOICE COMPLAINTS PERFORMANCE: QUARTER 3 (Pages 5 - 10)**

To receive a report from the Head of Customers and Education Support (copy enclosed) which provides an overview of the feedback received via Denbighshire County Council's customer feedback policy 'Your Voice' during Q3 2013/14.

**10.30 a.m.**

#### **7 SCRUTINY WORK PROGRAMME (Pages 11 - 28)**

To consider a report by the Scrutiny Coordinator (copy enclosed) seeking a review of the Committee's forward work programme and updating members on relevant issues.

**11.15 a.m.**

#### **8 FEEDBACK FROM COMMITTEE REPRESENTATIVES**

To receive any updates from Committee representatives on various Council Boards and Groups

**11.25 a.m.**

### **MEMBERSHIP**

#### **Councillors**

Bill Cowie  
Meirick Davies  
Richard Davies  
Colin Hughes  
Geraint Lloyd-Williams

Peter Owen  
Dewi Owens  
Arwel Roberts  
Gareth Sandilands  
David Simmons

#### **Voting Co-opted Members for Education (Agenda Item No. 5 only)**

Mr G Williams                      Ms D Houghton  
Mrs G Greenland                  Dr D Marjoram  
Ms Nicola Lewis

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