

To: Members of the Performance
Scrutiny Committee

Date: 10 March 2017

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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, 16 MARCH 2017** in **CONFERENCE ROOM 1A, COUNTY HALL, RUTHIN.**

Yours sincerely

G. Williams
Head of Legal, HR 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 (Pages 5 - 26)

To receive the minutes of the Performance Scrutiny Committee held on 6 January 2017 and 26 January 2017 (copies attached).

5 LIBRARY SERVICE STANDARDS AND PERFORMANCE (Pages 27 - 44)

To consider a report (copy attached) to provide Members with information about the new Framework of Library Standards (2017-2020), highlighting Denbighshire's most recent performance where applicable.

9.40 a.m. – 10.30 a.m.

6 YOUR VOICE REPORT - Q3 2016/2017 (Pages 45 - 66)

To consider a report (copy attached) on the Council's performance in dealing with complaints under its corporate complaints process. The report also includes information on the method used for collecting customer feedback, collating it into a Customer Effort Dashboard, which is then used to inform future service improvements.

10.30 a.m. – 11.15 a.m.

~~~~~ **BREAK 11.15 a.m. – 11.30 a.m.** ~~~~~

**7 PROGRESS ON DELIVERING DENBIGHSHIRE'S HOUSING STRATEGY**  
(Pages 67 - 88)

To consider a report (copy attached) on the progress made to date in delivering the key outcomes and actions identified in Denbighshire's Housing Strategy.

**11.30 a.m. – 12.15 p.m.**

**8 SCRUTINY WORK PROGRAMME** (Pages 89 - 136)

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

**12.15 p.m. – 12.30 p.m.**

**9 FEEDBACK FROM COMMITTEE REPRESENTATIVES**

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

**12.30 p.m. – 12.35 p.m.**

**MEMBERSHIP**

**Councillors**

Councillor Barry Mellor (Chair)

Meirick Davies  
Huw Hilditch-Roberts

Dewi Owens  
Arwel Roberts

Colin Hughes  
Geraint Lloyd-Williams

Gareth Sandilands  
Joe Welch

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