

To: Members of the Performance
Scrutiny Committee

Date: 19 September 2018

Direct Dial: 01824 712554

e-mail: democratic@denbighshire.gov.uk

Dear Councillor

You are invited to attend a meeting of the **PERFORMANCE SCRUTINY COMMITTEE** to be held at **10.00 am** on **THURSDAY, 27 SEPTEMBER 2018** in **CONFERENCE ROOM 1A, COUNTY HALL, RUTHIN.**

Yours sincerely

G. Williams
Head of Legal, HR and Democratic Services

Please note that a briefing session will be held for all members at 9.15am, immediately prior to the main meeting. All members are asked to make every effort to attend this session.

AGENDA

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

1 APOLOGIES

2 DECLARATIONS OF INTEREST (Pages 5 - 6)

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 7 - 20)

To receive the minutes of the Performance Scrutiny Committee meeting held on 19 July 2018 (copy attached).

5 CORPORATE RISK REGISTER (Pages 21 - 40)

To consider the latest version of the Council's Corporate Risk Register.

10.05am – 10.45am

Break - 10.45am - 11:00am

6 CUSTOMER EFFORT DASHBOARD (Pages 41 - 46)

To monitor the progress achieved in relation to developing the Customer Effort Dashboard and the feedback trend from the new telephony system.

11.00am – 11.45am

7 SCRUTINY WORK PROGRAMME (Pages 47 - 66)

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.

11.45am – 12.00pm

8 FEEDBACK FROM COMMITTEE REPRESENTATIVES

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

12.00 p.m. – 12.05 p.m.

MEMBERSHIP

Councillors

Councillor Huw Jones (Chair)

Councillor Hugh Irving (Vice-Chair)

Ellie Chard
Ann Davies
Rachel Flynn
Martyn Holland

Geraint Lloyd-Williams
Bob Murray
Arwel Roberts
David Williams

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