

To: Members of the Performance
Scrutiny Committee

Date: 23 November 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, 29 NOVEMBER 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 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 - 12)
To receive the minutes of the Performance Scrutiny Committee meeting held on 27 September 2018 (copy attached).
- 5 PROVISIONAL EXTERNAL EXAMINATIONS AND TEACHER ASSESSMENTS** (Pages 13 - 24)
To review the performance of schools and that of looked after children.
- 6 CORPORATE PLAN QUARTER 2 2017/ 2022** (Pages 25 - 58)
To monitor the Council's progress in delivering the Corporate Plan 2017 to 2022.
- 7 YOUR VOICE COMPLAINTS QUARTER 2** (Pages 59 - 68)
To consider Services' performance in complying with the Council's complaints.
- 8 CUSTOMER EFFORT DASHBOARD** (Pages 69 - 82)
To consider the Customer Effort and Satisfaction results and determine the frequency of future reports.
- 9 SCRUTINY WORK PROGRAMME** (Pages 83 - 104)
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.
- 10 FEEDBACK FROM COMMITTEE REPRESENTATIVES**
To receive any updates from Committee representatives on various Council Boards and Groups

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

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

Kathleen Jones
David Lloyd

Neil Roberts

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