

## Progress with Committee Resolutions

Date of Meeting	Item number and title	Resolution	Progress
28 September 2017	5. TEACHER ASSESSMENTS AND PROVISIONAL EXAMINATION RESULTS	<p><b><u>Resolved:</u></b> <i>subject to the above observations to - receive the information on the performance of the county's schools against previous performance and the external benchmarks that were presently available;</i></p> <p><i>(i) confirm that it had read, understood and taken account of the Well-being Impact Assessment in Appendix 6 as part of its consideration of the information; and</i></p> <p><i>(ii) invite Headteachers and Chairs of Governing Bodies of schools that were underperforming and/or encountering severe problems to meet with the Committee in future with a view to supporting sustainable long-term improvements.</i></p>	<p>Lead Member, GwE representatives and Education Service officers notified of the Committee's observations.</p> <p>(ii) a training event for Committee members and co-opted education members (open to all councillors), facilitated by GwE and senior officers from the Council's Education Service, has been arranged for 9.30am on Monday, 29 January 2018, for the purpose of supporting members to undertake this role. All Committee members are requested to make every effort to attend.</p>
	6. THE NEW GWE CHALLENGE AND SUPPORT PROGRAMME	<p><b><u>Resolved:</u></b> -</p> <p><i>(i) subject to the above observations on the revised structure and working practices to support school improvement in Denbighshire's schools, to endorse the model; and</i></p>	<p>Lead Member, GwE representatives and Council officers informed of the Committee's views.</p>

		(ii) <i>to confirm that it had read, understood and taken account of the Well-being Impact Assessment as part of its consideration of the above.</i>	
	<b>7. 'YOUR VOICE' COMPLAINTS REPORT PERFORMANCE</b>	<p><b><u>Resolved:</u></b> - <i>subject to the above observations to –</i></p> <p>(i) <i>receive the report on Council's performance in dealing with complaints, compliments and suggestions received under the 'Your Voice' corporate complaints procedure during Quarter 4, 2016-17 and Quarter 1, 2017-18, and how they were used to improve services to residents; and</i></p> <p>(ii) <i>receive the data on the Customer Effort and Satisfaction results for Denbighshire County Council for the period from September 2016 to August 2017 and how that information had been utilised for the purpose of improving services to the Council's customers and residents.</i></p>	<p>Lead Member and officers informed of the Committee's observations.</p> <p>Quarter 2 performance for 2017-18 is the subject of a report to the Committee's meeting on 7 December 2017</p>

