

Progress with Committee Resolutions

Date of Meeting	Item number and title	Resolution	Progress
29 November 2018	5. PROVISIONAL EXTERNAL EXAMINATIONS AND TEACHER ASSESSMENTS	<p>Resolved: - subject to the above observations –</p> <p>(i) to acknowledge the performance of schools against previous performance, and support the areas identified for improvement;</p> <p>(ii) that a letter be sent on the Committee's behalf to Qualifications Wales registering members' concerns and disappointment in relation to the significant increase in the 'C' grade threshold for the summer 2018 GCSE English examination in comparison to the 2017 threshold, and its consequential adverse effect on students; and</p> <p>(iii) that the report scheduled for presentation to the Committee in January 2019 on the Verified External Examination Results include actual numbers as well as percentage figures, and where possible regional comparative data, along with data on absenteeism and exclusions rates at each of the County's school.</p>	<p>Lead Member and relevant officers advised of the Committee's observations</p> <p>(ii) letter sent to Qualifications Wales on 4 December 2018 (copy included in the 'Information Brief' for members' information)</p> <p>(iii) report included for discussion on the business agenda of the current meeting</p>
	6. CORPORATE PLAN 2017-22 Q2 2018-19	<p>Resolved: - subject to the above observations and the provision of the requested information to acknowledge the Council's performance, at the end of Quarter 2 2018-19, in delivering its Corporate Plan and improving outcomes for the county's citizens</p>	<p>Lead Member and officers informed of the Committee's observations and requests</p>

	<p>7. YOUR VOICE COMPLAINTS QUARTER 2</p>	<p><u>Resolved:</u> -</p> <p>(i) <i>to acknowledge the consistent excellent performance in responding and resolving complaints submitted under its 'Your Voice' customer feedback policy and statutory complaints procedure; and</i></p> <p>(ii) <i>that in future the report be submitted to the Committee on a quarterly basis as an 'Information Report' to enable it to continue to monitor policy compliance and call-in any Service who regularly under-performed or failed to comply with the 'Your Voice' policy and procedure</i></p>	<p>Lead Member and officers advised of the Committee's observations.</p> <p>Future reports will be submitted to the Committee on a quarterly basis as 'Information Reports' (see Appendix 1 for schedule). Next report due for circulation in February 2019. Committee members should read these reports and consider whether any issue or Service merits being invited to scrutiny to explain any underperformance in compliance with the procedure and/or underperformance in delivering services</p>
	<p>8. CUSTOMER EFFORT DASHBOARD</p>	<p><u>Resolved:</u> <i>that following consideration of all the information and data provided -</i></p> <p>(i) <i>to acknowledge the continuous increasing trend in public satisfaction with the Council's performance in dealing with their enquiries; and</i></p> <p>(ii) <i>that in future the Customer Effort Dashboard report be submitted to members on a six-monthly basis as an 'Information Report' to enable them to continue to monitor public satisfaction with Services' performance in dealing with enquiries and facilitate the Committee to call-in any Service that regularly under-performed in this aspect of delivering their services</i></p>	<p>Lead Member and officers advised of the Committee's comments.</p> <p>Future reports scheduled into the Committee's forward work programme as 'Information Reports' (see Appendix 1 attached) next report due for circulation during March 2019</p>