

## Progress with Committee Resolutions

Date of Meeting	Item number and title	Resolution	Progress
28 June 2012	6. Estyn Action Plan	<p><b>RESOLVED:-</b></p> <p><i>(a) to receive the report, and note the appropriateness of actions and timescales in the post inspection action plan in response to the recommendations from the Estyn inspection (Appendix 1); and</i></p> <p><i>(b) that a progress report on the implementation and delivery of the Action Plan be presented to the Committee in six months time.</i></p>	Report scheduled into the Committee's forward work programme for January 2013
	8. Quarterly Performance Report 2011/12 (Q4)	<p><b>RESOLVED – that:-</b></p> <p><i>(a) the Performance Scrutiny Committee notes the exceptions associated with achieving the outcomes in the report, and that any performance related issues be pursued with the appropriate Head of Service and/or Lead Member, and</i></p> <p><i>(b) a Working Group be established consisting of Councillors R.J. Davies, C. Hughes, H. Hilditch-Roberts and A. Roberts to meet on a regular basis with the Head of Internal Audit and Corporate Improvement Team personnel for the purposes of monitoring performance against the agreed indicators and agreements.</i></p>	Relevant officers advised of the appointments
	9. Performance	<b>RESOLVED – that the:-</b>	

	<p><b>Standards Revealed through the Complaints Process</b></p>	<p>(a) Corporate Complaints Officer review the current customer feedback policy in the context of the Authority's performance in complaints handling, and work with the Senior Leadership Team (SLT) to improve performance. The review to include, but not exclusively focus on, the issues identified in the report.</p> <p>(c) Working Group, established to monitor Services' performance, include within its remit consideration of the Customer Complaints Process Review, and that the Working Group be convened prior to the next meeting of the Scrutiny Committee; and</p> <p>(d) Committee receive a further report in the autumn detailing the changes proposed to the policy following the above</p>	<p>Arrangements in hand to convene a meeting of the Working Group in the near future</p> <p>Report scheduled into the Committee's work programme for October 2012 along with regular quarterly monitoring reports thereafter</p>
	<p><b>10. Scrutiny Work Programme</b></p>	<p><b>RESOLVED – that:-</b></p> <p>(a) the Planning Enforcement item be deferred until the autumn of 2012.</p> <p>(b) a Workshop be convened on the 26<sup>th</sup> July, 2012 at 9.30 a.m., with the business meeting commencing at 11.15 a.m.</p> <p>(c) the Members listed above be appointed to serve on each of the Service Performance Challenge Groups.</p> <p>(d) Councillor G. Sandilands be nominated to serve on the Council's Strategic Investment Group, and</p> <p>(e) Councillor A. Roberts to nominated serve on the Conwy and Denbighshire Collaboration Programme Board, with Councillor C. Hughes as the substitute representative.</p>	<p>Report scheduled for presentation on 18 October 2012</p> <p>Relevant officers advised of the appointments</p>

