

Gareth Owens LL.B Barrister/Bargyfreithiwr
Chief Officer (Governance)
Prif Swyddog (Llywodraethu)



To: Cllr Carolyn Thomas (Chair)

CS/NG

Councillors: Marion Bateman, Clive Carver,
Paul Cunningham, Peter Curtis, Ian Dunbar,
Andy Dunbobbin, Robin Guest, Ron Hampson,
Joe Johnson, Richard Jones, Richard Lloyd,
David Roney, Paul Shotton and Arnold Woolley

5 December 2014

Maureen Potter 01352 702322
maureen.potter@flintshire.gov.uk

Dear Sir / Madam

A meeting of the **CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE** will be held in the **DELYN COMMITTEE ROOM, COUNTY HALL, MOLD CH7 6NA** on **THURSDAY, 11TH DECEMBER, 2014** at **10.00 AM** to consider the following items.

Yours faithfully

Democracy & Governance Manager

A G E N D A

- 1 **APOLOGIES**
- 2 **DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**
- 3 **MINUTES** (Pages 1 - 8)
To confirm as a correct record the minutes of the last meeting.

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The Council welcomes correspondence in Welsh or English
Mae'r Cyngor yn croesawau gohebiaeth yn y Cymraeg neu'r Saesneg

- 4 **BUDGET CONSULTATION PROCESS**
A verbal update will be provided.

- 5 **AUDITOR GENERAL FOR WALES: CERTIFICATE OF COMPLIANCE FOR THE AUDIT OF THE ANNUAL PERFORMANCE REPORT 2013/14** (Pages 9 - 14)
Report of Chief Executive

- 6 **CORPORATE RESOURCES MID YEAR CHIEF OFFICER PERFORMANCE REPORTS** (Pages 15 - 52)
Report of Member Engagement Manager

- 7 **QUARTER 2 IMPROVEMENT PLAN MONITORING REPORTS (CORPORATE RESOURCES)** (Pages 53 - 114)
Report of Member Engagement Manager

- 8 **CUSTOMER SERVICE POLICY** (Pages 115 - 134)
Report of Chief Officer (Community and Enterprise)

- 9 **WORKFORCE INFORMATION QUARTER 1 AND 2** (Pages 135 - 182)
Report of Chief Officer (People and Resources)

- 10 **REVENUE BUDGET MONITORING 2014/15 (MONTH 6)** (Pages 183 - 236)
Report of Chief Officer (People and Resources)

- 11 **CORPORATE RESOURCES FORWARD WORK PROGRAMME** (Pages 237 - 242)
Report of Member Engagement Manager