

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



To: Cllr Clive Carver (Chairman)

CS/NG

Councillors: Marion Bateman, Peter Curtis,
Andy Dunbobbin, Robin Guest, Ron Hampson,
Richard Jones, Brian Lloyd, Richard Lloyd,
Vicky Perfect, David Roney, Ian Smith,
Nigel Steele-Mortimer, Carolyn Thomas and
Arnold Woolley

5 June 2015

Tracy Waters 01352 702331
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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 JUNE, 2015** 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 3 - 8)
To confirm as a correct record the minutes of the meeting held on 14 May 2015.
- 4 **IMPROVEMENT PLAN 2015/16** (Pages 9 - 80)
Report of Chief Executive enclosed.
- 5 **YEAR END IMPROVEMENT PLAN MONITORING REPORTS** (Pages 81 - 148)
Report of Member Engagement Manager enclosed.

- 6 **YEAR END CHIEF OFFICER PERFORMANCE REPORTS** (Pages 149 - 184)
Report of Member Engagement Manager enclosed.
- 7 **CUSTOMER SERVICES AND CALL HANDLING UPDATE** (Pages 185 - 188)
Report of Chief Officer (Community and Enterprise) enclosed.
- 8 **REVENUE BUDGET MONITORING 2014/15 (MONTH 12)** (Pages 189 - 224)
Report of Chief Officer (People and Resources) enclosed.
- 9 **FORWARD WORK PROGRAMME** (Pages 225 - 228)
Report of Member Engagement Manager enclosed.