

Flintshire County Council – Decisions taken by the Corporate Resources Overview & Scrutiny Committee on Thursday, 11 June 2015

Agenda Item No	Topic	Decision
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Part A – Items considered in public

3	Minutes	That the minutes be approved as a correct record and signed by the Chairman.
4	Improvement Plan 2015/16	<p>(a) That the Improvement Plan be received with the following observations:-</p> <p style="padding-left: 40px;">(i) that the rural areas of the County should receive more of an emphasis</p> <p style="padding-left: 40px;">(ii) that the Council's commitment to the Armed Forces Community Covenant should be specifically mentioned</p> <p>(b) That due to the importance of the superfast broadband roll out to the development of the local economy, that BT and Welsh Government representatives be invited to give a presentation at an all Member workshop to be held for that purpose.</p> <p>(c) That further information and interpretation on the changes made to the Improvement Plan be provided to Members to allow further responses before final approval by Cabinet and Council on 23 June 2015.</p>
5	Year End Improvement Plan Monitoring Reports	That the Committee's comments be commended to the Policy & Performance Team.
6	Year End Chief Officer Performance Reports	<p>(a) That the Committee acknowledges that the areas of poor performance had been highlighted within the reports; and</p> <p>(b) That the Committee's comments be commended to the Policy & Performance Team.</p>
7	Customer Services and Call Handling Update	<p>(a) That the Committee has received some assurance with regard to the development of the call handling arrangements;</p> <p>(b) That the officers be asked to monitor the performance risks/concerns expressed at the</p>

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		meeting; (c) That it be recommended that the proposed enhancement to the automated service (immediate dial now for extension numbers) be introduced as soon as possible; and (d) That an update report be submitted to the Committee in due course.
8	Revenue Budget Monitoring 2014/15 (Month 12)	(a) That the Revenue Budget Monitoring Report (Month 12) be noted; and (b) That no recommendations be made to the Cabinet on this occasion.
9	Forward Work Programme	(a) That the Forward Work Programme, as submitted, be approved; and (b) That the Member Engagement Manager, in consultation with the Chair, Vice-Chair and officers, be authorised to vary the work programme between meetings.