



Contact Officer:
Sharon Thomas 01352 702324
sharon.b.thomas@flintshire.gov.uk

To: Cllr Clive Carver (Chairman)

Councillors: Marion Bateman, Paul Cunningham, Peter Curtis, Andy Dunbobbin, Robin Guest, Ron Hampson, Ray Hughes, Richard Jones, Brian Lloyd, Vicky Perfect, Paul Shotton, Ian Smith, Nigel Steele-Mortimer and Arnold Woolley

3 March 2017

Dear Councillor

You are invited to attend a meeting of the Corporate Resources Overview & Scrutiny Committee which will be held at 10.00 am on Thursday, 9th March, 2017 in the Delyn Committee Room, County Hall, Mold CH7 6NA to consider the following items

A G E N D A

1 APOLOGIES

Purpose: To receive any apologies.

2 DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

Purpose: To receive any Declarations and advise Members accordingly.

3 MINUTES (Pages 3 - 26)

Purpose: To confirm as a correct record the minutes of the budget meetings held on 28 September 2016, 30 November 2016 and 20 January 2017, and the meeting held on 9 February 2017.

4 NORTH WALES POLICE - CYBER CRIME PRESENTATION

Purpose: To receive a presentation from Sergeant Peter Jones of the North Wales Cyber Crime Unit.

5 CUSTOMER SERVICE STRATEGY (Pages 27 - 44)

Report of Democratic Services Manager - Cabinet Member for Corporate Management

Purpose: To enable the Corporate Resources Overview & Scrutiny Committee to consider and comment on the Customer Services Strategy prior to its consideration by Cabinet.

6 **COUNCIL'S WELL-BEING OBJECTIVES** (Pages 45 - 50)

Report of Chief Executive - Leader of the Council and Cabinet Member for Finance

Purpose: To consider the Council's proposed Well-being Objectives prior to their approval by Cabinet.

7 **QUARTER 3 IMPROVEMENT PLAN 2016/17 MONITORING REPORT**
(Pages 51 - 78)

Report of Chief Executive and Chief Officer (Governance) - Cabinet Member for Corporate Management

Purpose: To enable Members to fulfil their scrutiny role in relation to performance monitoring.

8 **WALES AUDIT OFFICE REPORT ON FINANCIAL RESILIENCE: SAVINGS PLANNING: COUNCIL RESPONSE** (Pages 79 - 98)

Report of Chief Executive - Leader of the Council and Cabinet Member for Finance

Purpose: To receive and endorse the findings of the Wales Audit Office report.

9 **REVENUE BUDGET MONITORING 2016/17 (MONTH 10)** (Pages 99 - 136)

Report of Corporate Finance Manager - Leader of the Council and Cabinet Member for Finance

Purpose: This regular monthly report provides the latest revenue budget monitoring position for 2016/17 for the Council Fund and Housing Revenue Account. The position is based on actual income and expenditure as at Month 10, and projects forward to year-end.

Yours sincerely



Robert Robins
Democratic Services Manager