

To: Cllr Dave Mackie (Chairman)

Councillors: Janet Axworthy, Marion Bateman, Sean Bibby, Geoff Collett,  
Ian Dunbar, Mared Eastwood, Dennis Hutchinson, Tudor Jones, Brian Lloyd,  
Mike Reece, Paul Shotton, Ralph Small, Andy Williams and David Wisinger

11 December 2018

Dear Councillor

You are invited to attend a meeting of the Organisational Change Overview & Scrutiny Committee which will be held at 10.00 am on Monday, 17th December, 2018 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 - 12)**

**Purpose:** To confirm as a correct record the minutes of the meetings on 17 September and 2 November 2018.

### **4 DIGITAL CUSTOMER OVERVIEW (Pages 13 - 18)**

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

**Purpose:** To update on progress and to provide assurance to members of the design principles underpinning the creation of a single contact centre as part of delivering the digital customer theme of the digital strategy.

5 **COUNCIL PLAN 2018/19 - MID YEAR MONITORING** (Pages 19 - 34)

Report of Chief Officer (Housing and Assets), Chief Officer (Social Services) - Cabinet Member for Corporate Management and Assets, Cabinet Member for Education

**Purpose:** To review the levels of progress in the achievement of activities, performance levels and current risk levels as identified in the Council Plan 2018/19.

6 **FORWARD WORK PROGRAMME** (Pages 35 - 40)

Report of Overview & Scrutiny Facilitator

**Purpose:** To consider the Forward Work Programme of the Organisational Change Overview & Scrutiny Committee.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Robert Robins', with a horizontal line extending to the right.

Robert Robins  
Democratic Services Manager