



Democratic Services
Swyddfa'r Cyngor
CAERNARFON
Gwynedd
LL55 1SH

Meeting

CORPORATE SCRUTINY COMMITTEE

Date and Time

10.30 am, THURSDAY, 16TH FEBRUARY, 2017

Location

Siambr Hywel Dda, Council Offices, Caernarfon, Gwynedd, LL55 1SH

Contact Point

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CORPORATE SCRUTINY COMMITTEE

MEMBERSHIP (18)

Plaid Cymru (9)

Councillors

Elwyn Edwards
Dyfrig Jones
Gethin Glyn Williams

Aled Wyn Jones
Gweno Glyn
John Wyn Williams

Charles Wyn Jones
Michael Sol Owen
R. H. Wyn Williams

Independent (5)

Councillors

Lesley Day
W. Roy Owen
Hefin Underwood

Trevor Edwards
Eirwyn Williams

Llais Gwynedd (2)

Councillors

Jason Humphreys

Anwen J. Davies

Liberal Democrats (1)

Councillor June Marshall

Individual Member (1)

Councillor Gwynfor Edwards

Ex-officio Members

Chairman and Vice-Chairman of the Council

Other invited members

Councillor Ioan Thomas (Cabinet Member for Customer Care) – items 5 and 6

A G E N D A

1. APOLOGIES

To receive any apologies for absence.

2. DECLARATION OF PERSONAL INTEREST

To receive any declaration of personal interest.

3. URGENT ITEMS

To note any items that are a matter of urgency in the view of the Chairman for consideration.

4. MINUTES

4 - 7

The Chairman shall propose that the minutes of the previous meeting of this committee held on 20th October, 2016 be signed as a true record.

5. GALW GWYNEDD AND RESPONDING TO PHONE CALLS

8 - 11

To consider the report of the Cabinet Member for Customer Care and the Galw Gwynedd, Siop Gwynedd and Registration Manager (attached).

6. SELF SERVICE PROJECT

12 - 21

To consider the report of the Cabinet Member for Customer Care and the Self-service Project Manager (attached).

7. SIMPLE LANGUAGE

22 - 23

To consider the report of the Simple Language Scrutiny Investigation Group (attached).