

AGENDA

Committee	POLICY REVIEW AND PERFORMANCE SCRUTINY COMMITTEE
Date & Time of Meeting	WEDNESDAY 28 NOVEMBER 2012 AT 4.30PM
Venue	APOLLO & CASSINI ROOMS, WILLCOX HOUSE, DUNLEAVY DRIVE, CARDIFF
Membership	County Councillor Clark (Chairperson); County Councillors Bale, Hunt, Keith Jones, Knight, Lloyd, Mitchell, Robson and Walker

1. **Apologies** **Approx**
2. **Minutes**

To approve as a correct record the minutes of the meeting held on 24 October 2012 – attached
3. **Declarations of Interest** – to be made at the start of the agenda item in question, in accordance with the Members' Code of Conduct.
4. **Connect to Cardiff** **4:35pm**
 - (a) Councillor Lynda Thorne, Cabinet Member – Communities, Housing and Social Justice will be in attendance and may wish to make a statement;
 - (b) Philip Lenz, Corporate Chief Officer – Shared Services, Isabelle Bignall, Head of Customer Services and Rachel Bishop, Contact Centre Manager, will be in attendance for this item;
 - (c) Questions by Members of the Committee.
5. **Corporate Complaints Policy** **5.30pm**
 - (a) Philip Lenz, Corporate Chief Officer – Shared Services, Isabelle Bignall, Head of Customer Services and John Agnew, Corporate Customer Services Manager, will be in attendance for this item.

(b) Questions by Members of the Committee.

6. Attendance & Well Being Policy

6.00pm

- (a) Councillor Russell Goodway, Cabinet Member – Finance, Business & Local Economy will be in attendance and may wish to make a statement;
- (b) Philip Lenz, Corporate Chief Officer – Shared Services, and Lynne David, Centre of Expertise Manager will be in attendance for this item;
- (c) Questions by Members of the Committee.

7. Way Forward

7.00pm

- (a) Connect to Cardiff
- (b) Corporate Complaints Policy
- (c) Attendance & Well Being Policy

JON HOUSE

Chief Executive

22 November 2012