



County Hall  
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## AGENDA

<b>Committee</b>	POLICY REVIEW AND PERFORMANCE SCRUTINY COMMITTEE
<b>Date and Time of Meeting</b>	TUESDAY, 6 DECEMBER 2016, 4.30 PM
<b>Venue</b>	APOLLO AND CASSINI ROOMS, WILCOX HOUSE, DUNLEAVY DRIVE
<b>Membership</b>	Councillor Howells (Chair) Councillors Hunt, Murphy, Sanders, Thomas, Walker and Goddard

### 1 **Apologies for Absence**

To receive apologies for absence.

### 2 **Declarations of Interest**

To be made at the start of the agenda item in question, in accordance with the Members' Code of Conduct.

### 3 **Minutes** (*Pages 1 - 10*)

To approve as a correct record the minutes of the previous meeting held on 11 October 2016

### 4 **Customer Services Strategy** (*Pages 11 - 66*)

- Tour of Frontline services – C2C, Telecare and Surveillance.
- Councillor Graham Hinchey, Cabinet member Corporate Services & Performance will be in attendance and may wish to make a statement.
- Isabelle Bignall, Assistant Director Customer Services & Communities; Rachel Bishop, Customer Services Manager, Emlyn Nash, Corporate customer services Manager and Lowri Morris, Assistant Contact Centre Manager will be in attendance to respond to Members' questions.
- Questions by Members of the Committee.

**5 ODP - Review of Scrutiny (Pages 67 - 92)**

- Councillor Dan De'Ath, Cabinet Member Safety, Skills & Engagement will be in attendance and may wish to make a statement.
- Davina Fiore, Director of Governance & Legal Services, and Paul Keeping Scrutiny & Equalities Manager will be in attendance to respond to Members' questions
- Questions by Members of the Committee

**6 Way Forward**

- Customer Services Strategy
- ODP – Review of Scrutiny

**7 Date of next meeting - 17 January 2017, County Hall**

**Davina Fiore**

**Director Governance & Legal Services**

Date: Wednesday, 30 November 2016

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***This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg***