



County Hall  
Cardiff  
CF10 4UW  
Tel: (029) 2087 2000  
  
Neuadd y Sir  
Caerdydd  
CF10 4UW  
Ffôn: (029) 2087 2000

## AGENDA

**Committee** POLICY REVIEW AND PERFORMANCE SCRUTINY COMMITTEE

**Date and Time of Meeting** WEDNESDAY, 13 NOVEMBER 2019, 4.30 PM

**Venue** COMMITTEE ROOM 4 - COUNTY HALL

**Membership** Councillor Walker (Chair)  
Councillors Berman, Bowen-Thomson, Henshaw, Lister, Mackie and McKerlich

### 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 3 - 16)*

To approve as a correct record the minutes of the meetings held on 25 September 2019 and 16 October 2019.

### 4 WAO Annual Improvement Report 2018-19 *(Pages 17 - 60)*

Briefing on the Council's improvement journey to date, looking ahead to tackling major challenges as part of the Capital Ambition Delivery Programme.

### 5 Customer Leadership *(Pages 61 - 98)*

Monitoring progress of the Customer Services action plan, introduced following an inquiry of the Committee published in 2018.

### 6 Correspondence *(Pages 99 - 118)*

### 7 Urgent Items (if any)

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**8 Way Forward**

To review the evidence and information gathered during consideration of each agenda item, agree Members comments, observations and concerns to be passed on to the relevant Cabinet Member by the Chair, and to note items for inclusion on the Committee's Forward Work Programme.

**9 Date of next meeting - 16 December 2019 4.30pm**

**Davina Fiore**

**Director Governance & Legal Services**

Date: Thursday, 7 November 2019

Contact: Kate Rees,

029 2087 2427, [kate.rees@cardiff.gov.uk](mailto:kate.rees@cardiff.gov.uk)