



County Hall
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AGENDA

Committee POLICY REVIEW AND PERFORMANCE SCRUTINY COMMITTEE

Date and Time of Meeting WEDNESDAY, 18 OCTOBER 2023, 4.30 PM

Venue CR 4, COUNTY HALL - MULTI LOCATION MEETING

Membership Councillor Williams (Chair)
Councillors Ash-Edwards, Bowen-Thomson, Carter, Chowdhury,
Henshaw, Hinchey, Hunt, and Thomson

*Time
approx.*

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 5 - 10)

To approve as a correct record the minutes of the previous meeting.

4 C2C Familiarisation Visit

4.30 pm

(Part 1) - Frontline visit, to include a better understanding of AI and how it might assist the Council.

Members will be collected from CR4, County Hall

5 C2C - Customer Focus Presentation (Pages 11 - 40)

5.15 pm

(Part 2) Members return to CR4 for presentation covering awareness of the digital channel offer and Bobi the Council's chatbot.

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| 6 | Annual Complaints Report 2022/23 (Pages 41 - 76)

Pre-decision Scrutiny of Cabinet report. | 5.45 pm |
| 7 | RLDP Joint Scrutiny Committee Inquiry (Pages 77 - 82)

Approval of Terms of Reference. | 6.30 pm |
| 8 | Way Forward | 6.40 pm |
| 9 | Date of next meeting

22 November 2023 at 4.30pm | |

Davina Fiore

Director Governance & Legal Services

Date: Thursday, 12 October 2023

Contact: Andrea Redmond, 029 2087 2434, a.redmond@cardiff.gov.uk

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