

# Agenda



## Performance Scrutiny Committee - Place and Corporate

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Date: Monday, 30 September 2024

Time: 2.00 pm

Venue: Committee Room 1 / Microsoft Teams

To: Councillors M Howells (Chair), M Linton, A Pimm, P Bright, M Pimm, G Horton, A Screen, K Thomas, C Reeks and J Cleverly

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Item	Wards Affected
1 <u>Apologies</u>	
2 <u>Declaration of Interest</u>	
3 <u>Customer Contact Improvement Project</u> (Pages 3 - 16) a) Officer presentation b) Committee questioning and discussion c) Formation of comments and recommendations	
4 <u>Scrutiny Adviser Reports</u> (Pages 17 - 36) a) Actions Arising ( <b>Appendix 1</b> )  b) Forward Work Programme Update ( <b>Appendix 2</b> )  c) Outcomes Monitoring ( <b>Appendix 3</b> )	

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Date of Issue: Monday, 23 September 2024

This meeting will be available to view shortly after completion. All meeting recordings can be found [here](#).

5 Minutes of the previous meetings held on 22nd July 2024 and 29th July 2024 (*Pages 37 - 52*)