

**Performance Scrutiny Committee – Place and Corporate
ACTION SHEET – 9 July 2018**

	Agenda Item	Service Area	Action	Responsibility	Outcome
4	Performance Update – Year End 2017-18	People and Business Change	<i>PBC/062% ICT Helpdesk calls resolved at first point of contact</i> – The latest monthly breakdown from SRS regarding system and equipment failures.	Head of People and Business Change	<i>ACTIONED – Information requested emailed to Committee Members.</i>

ACTION SHEET – 8 October 2018

	Agenda Item	Service Area	Action	Responsibility	Outcome
1	Recommendations Monitoring – Budget Proposals 2018-19	City Services	<i>WS181904 - Reducing telephone and face to face services within Customer Services</i> – Information to be provided by the Head of Service upon the work undertaken to date.	Head of Streetscene and City Services	<i>Information to be provided.</i>
2	Recommendations Monitoring – Budget Proposals 2018-19	City Services	<i>SS181905 - Introduce parking Charges within city parks</i> – Members sought confirmation and reassurance of the ring-fencing of car parking income for each park be provided from Officers.	Head of Streetscene and City Services	<i>Information to be provided.</i>
3	All Wales Performance Analysis 2017-18 Year-End Summary	Regeneration, Investment and Housing	<i>PAM/016: Number of visits to public libraries during the year per 1,000 population</i> – Information on how Libraries engage, including more detail upon the variety of methods used to be provided.	Head of Regeneration, Investment and Housing	<i>Information to be provided.</i>
4	Forward Work Programme	Scrutiny	The Condition of the Highway Network Presentation to be circulated to Committee Members.	Scrutiny Team	<i>ACTIONED – Presentation emailed to Committee Members.</i>