

**CORPORATE PERFORMANCE AND RESOURCES
SCRUTINY COMMITTEE
18TH OCTOBER 2023**

**Corporate Performance and Resources Scrutiny Committee
Task & Finish Group 2023/24
Planning and Scoping Document
To Review the Performance and Development of the
Corporate Contact Centre**

To consider and comment on the following issues:

- To consider and endorse the aims and scope of the work of the Task & Finish Group.
- To agree on the Membership of the Task and Finish Group.

Reasons:

- To enable the Committee to consider the aims and scope of the work of the Task & Finish Group and agree on the Membership of the Task and Finish Group.
- The Task & Finish Group is required to report the progress of its work to the main Scrutiny Committee.

To be referred to the Cabinet / Council for decision: NO

CABINET MEMBER PORTFOLIO HOLDER:

- Cllr. Darren Price (Leader)
- Cllr. Alun Lenny (Resources)
- Cllr. Philip Hughes (Organisation and Workforce)

Directorate

Chief Executive

Name of Head of Service:

Linda Rees Jones

Report Author:

Kelly Evans

Designations:

Head of Administration and Law

Democratic Services Officer

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EXECUTIVE SUMMARY
CORPORATE PERFORMANCE AND RESOURCES
SCRUTINY COMMITTEE
18TH OCTOBER 2023

Corporate Performance and Resources Scrutiny Committee
Task & Finish Group 2023/24
Planning and Scoping Document
To Review the Performance and Development of the
Corporate Contact Centre

The Corporate Performance and Resources Scrutiny Committee has agreed to establish a task and finish group to develop an action plan to help manage customer telephone contact within Carmarthenshire.

The Committee's discussions on the key aims and objectives for this task and finish review have been captured and developed into the appended Planning and Scoping document which members of the Committee are asked to consider and agree.

The Committee is required to agree on which members will form the Task and Finish Group, which will consist of up to 6 Members and be politically balanced.

The first meeting will appoint a Chair and Vice Chair from its membership. Officers from within the Chief Executive's department will support the work of the Task & Finish Group.

DETAILED REPORT ATTACHED ?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: Linda Rees-Jones Head of Administration & Law

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Linda Rees-Jones Head of Administration & Law

- 1. Local Member(s)** - Members will be consulted as part of the Task & Finish Group's review.
- 2. Community / Town Council** - Representatives from partner organisations will be consulted as part of the Task & Finish Group's review.
- 3. Relevant Partners** - Representatives from partner organisations will be consulted as part of the Task & Finish Group's review.
- 4. Staff Side Representatives and other Organisations** - Officers within Chief Executive have contributed to the development of the Planning and Scoping document and will continue to support the work of the Task and Finish Group.

**CABINET PORTFOLIO HOLDER(S)
AWARE/CONSULTED**

YES

**Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:**

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Corporate Performance and Resources Scrutiny Committee Reports and Minutes		https://democracy.carmarthenshire.gov.wales/ieListMeetings.aspx?Committeeld=406
Carmarthenshire's Well-being Objectives from the County Council's Corporate Strategy 2018-23		https://www.carmarthenshire.gov.wales/media/1214849/corporate-strategy-2018-23.pdf