

CITY AND COUNTY OF SWANSEA

MINUTES OF THE CORPORATE SERVICES CABINET ADVISORY COMMITTEE

HELD AT COMMITTEE ROOM 5, GUILDHALL, SWANSEA ON
WEDNESDAY, 1 JUNE 2016 AT 4.00 PM

PRESENT: Councillor E T Kirchner (Chair) Presided

Councillor(s)
J A Hale

Councillor(s)
A J Jones

Councillor(s)
D J Lewis

Also Present: Councillor C E Lloyd - Cabinet Member for Transformation and Performance.

Officer: G Borsden – Democratic Services

Apologies for Absence

Councillor(s): J E Burtonshaw, J A Hale, T J Hennegan, Y V Jardine, M Thomas and L V Walton

1 **DISCLOSURES OF PERSONAL AND PREJUDICIAL INTERESTS.**

In accordance with the Code of Conduct adopted by the City and County of Swansea, the following interests were declared: -

Councillor J A Hale – Agenda as a whole – My wife works for the City & County of Swansea, Catering Service – personal.

2 **MINUTES.**

RESOLVED that the minutes of the meetings held on 13 April and 19 May 2016 be agreed as correct records,

3 **DISCUSSION WITH CABINET MEMBER FOR TRANSFORMATION AND PERFORMANCE.**

Councillor C E Lloyd attended the meeting and updated Members of the Committee on the current challenges with the Sustainable Swansea and Transformation Agenda, particularly with the impact of Senior Management Changes that have occurred recently.

He outlined that he would like the CAC to review and examine the Customer Contact Aspect of the Authority, including

- current telephony and call centre services,
- how do the public rate the current service,
- examine possible areas of best practice, benchmarking & reputation tracker.
- face to face and digital contacts
- increasing of online access and services

- promoting of the “Swansea Standard”

He stated he would draft terms of reference for the CAC to consider at its next meeting.

RESOLVED that the CAC add the Customer Contact Aspect to its workplan.

4 **FEEDBACK - SITE VISIT TO HELPING HANDS.**

The Chairman gave a verbal update on the recent visit to the Helping Hands Therapy Garden in Singleton Park.

She referred to the background to the development of the garden which is one of the many different schemes offered to staff by the service. The success of the scheme and the commitment by the volunteer staff continue to be excellent.

RESOLVED that the feedback be noted.

5 **WORK PROGRAMME DISCUSSIONS 2016-2017.**

The Chair presented and updated Work Plan 2015/16.

She highlighted topic areas for discussion by the CAC during the coming months.

RESOLVED that:

1) the workplan timetable be noted.

2) that subject to feedback from the Cabinet Member for Transformation and Performance at the next meeting, the Customer Contact Aspect be added to the workplan

The meeting ended at 4.43 pm

CHAIR