



City and County of Swansea

Notice of Meeting

You are invited to attend a Meeting of the

Scrutiny Performance Panel – Service Improvement & Finance

At: Multi-Location Meeting - Gloucester Room, Guildhall / MS Teams

On: Tuesday, 14 March 2023

Time: 10.00 am

Convenor: Councillor Chris Holley OBE

Membership:

Councillors: P M Black, R Fogarty, P R Hood-Williams, L James, D H Jenkins, M Jones, J W Jones, M W Locke and B J Rowlands

Agenda

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|----------|---|----------------|
| 1 | Apologies for Absence | |
| 2 | Disclosure of Personal and Prejudicial Interests
www.swansea.gov.uk/disclosuresofinterests | |
| 3 | Prohibition of Whipped Votes and Declaration of Party Whips | |
| 4 | Minutes
To receive the minutes of the previous meeting(s) and agree as an accurate record. | 1 - 3 |
| 5 | Public Questions
Questions can be submitted in writing to Scrutiny scrutiny@swansea.gov.uk up until noon on the working day prior to the meeting. Written questions take precedence. Public may attend and ask questions in person if time allows. Questions must relate to items on the open part of the agenda and will be dealt with in a 10 minute period. | |
| 6 | Planning Annual Performance Report 2021/22
<i>Invited to attend:</i>
Cllr David Hopkins – Cabinet Member for Corporate Services & Performance
Ian Davies - Development Conservation and Design Manager | 4 - 22 |
| 7 | Annual Complaints Report 2021/22
<i>Invited to attend:</i> | 23 - 57 |

Cllr Andrea Lewis - Cabinet Member for Service Transformation
Cllr Louise Gibbard - Cabinet Member for Care Services
Sarah Lackenby – Head of Digital and Customer Services

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| 8 | Letters | 58 - 77 |
| 9 | Work Programme | 78 - 80 |

Next Meeting: Tuesday, 18 April 2023 at 10.00 am

Huw Evans

Huw Evans
Head of Democratic Services
Tuesday, 7 March 2023

Contact: Scrutiny Officer - 01792 636292