



City and County of Swansea

Notice of Meeting

You are invited to attend a Meeting of the

Scrutiny Working Group - Customer Contact

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

On: Friday, 23 February 2024

Time: 10.00 am

Convenor: Councillor Peter Black CBE

Membership:

Councillors: C M J Evans, J A Hale, T J Hennegan, C A Holley, Y V Jardine, D H Jenkins, L R Jones, M W Locke, M S Tribe and L V Walton

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 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.

5 Customer Contact Report

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

1 - 10

6 Discussions and Conclusions

Councillors are asked to discuss conclusions arising from this session for inclusion in the Convenor's letter to the Cabinet Member, or if appropriate, a report to Cabinet:

- a. What do you want to say about this issue to the Cabinet Member (what are your conclusions arising from this session?)
- b. Do you have any recommendations for the Cabinet Member arising from this session?

c. Are there any further issues you wish to highlight to the Scrutiny Programme Committee arising from this session?

Huw Evans

Huw Evans
Head of Democratic Services
Friday, 15 February 2024

Contact: Scrutiny Officer - 01792 636292