

Y PWYLLGOR CRAFFU PERFFORMIAD AC ADNODDAU CORFFORAETHOL

18 HYDREF 2023

**Pwyllgor Craffu Perfformiad ac Adnoddau Corfforaethol
Grŵp Gorchwyl a Gorffen 2023/24
Dogfen Cynllunio a Chwmpasu
Adolygu Perfformiad a Datblygiad y
Ganolfan Gyswilt Gorfforaethol**

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

- Cadarnhau nodau a chwmpas gwaith y Grŵp Gorchwyl a Gorffen.
- Cytuno ar Aelodaeth y Grŵp Gorchwyl a Gorffen.

Y rhesymau:

- Galluogi'r Pwyllgor i ystyried nodau a chwmpas gwaith y Grŵp Gorchwyl a Gorffen a chytuno ar aelodaeth y Grŵp Gorchwyl a Gorffen.
- Mae'n ofynnol i'r Grŵp Gorchwyl a Gorffen adrodd ar gynnydd ei waith i'r prif Bwyllgor Craffu.

I'w gyfeirio at y Cabinet / Cyngor er mwyn gwneud penderfyniad: **NAC OES**

YR AELOD CABINET SY'N GYFRIFOL AM Y PORTFFOLIO:

- Y Cyngorydd Darren Price (Arweinydd)
- Y Cyngorydd Alun Lenny (Adnoddau)
- Philip Hughes (Trefniadaeth a'r Gweithlu)

Y Gyfarwyddiaeth

Prif Weithredwr

Enw Pennaeth y Gwasanaeth:

Linda Rees Jones

Awdur yr Adroddiad:

Kelly Evans

Swyddi:

Pennaeth Gweinyddiaeth a'r Gyfraith

Swyddog Gwasanaethau
Democrataidd

Rhifau ffôn: / Cyfeiriadau E-
bost:

01267 224010

lrjones@sigar.gov.uk

kellyevans@sirgar.gov.uk

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