

To: Members of the Performance  
Scrutiny Committee

Date: 19 November 2021

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Dear Councillor

You are invited to attend a meeting of the **PERFORMANCE SCRUTINY COMMITTEE** to be held at **10.00 am** on **THURSDAY, 25 NOVEMBER 2021** in VIA VIDEO CONFERENCE.

Yours sincerely

G. Williams  
Head of Legal, HR and Democratic Services

## **AGENDA**

### **PART 1 - THE PRESS AND PUBLIC ARE INVITED TO ATTEND THIS PART OF THE MEETING**

#### **1 APOLOGIES**

#### **2 DECLARATION OF INTERESTS (Pages 5 - 6)**

Members to declare any personal or prejudicial interests in any business identified to be considered at this meeting.

#### **3 URGENT MATTERS AS AGREED BY THE CHAIR**

Notice of items which, in the opinion of the Chair, should be considered at the meeting as a matter of urgency pursuant to Section 100B(4) of the Local Government Act 1972.

#### **4 MINUTES OF THE LAST MEETING (Pages 7 - 14)**

To receive the minutes of the Performance Scrutiny Committee held on 14 October 2021 (copy attached).

**10.05 a.m. – 10.10 a.m.**

**5 CORPORATE PLAN UPDATE, QUARTER 2, 2021 TO 2022** (Pages 15 - 86)

To consider a report by the Strategic Planning and Performance Team Leader (copy attached) to receive an update on the delivery of the Corporate Plan in 2021 to 2022 as at the end of quarter 2 (July to September 2021).

**10.10 a.m. – 10.40 a.m.**

**6 CORPORATE RISK REGISTER REVIEW, SEPTEMBER 2021** (Pages 87 - 180)

To consider a report by the Strategic Planning and Performance Team Leader and Strategic Planning and Performance Officer (copy attached) to receive an update on the September review of the Corporate Risk Register.

**10.40 a.m. – 11.10 a.m.**

~~~~~ **BREAK (11.10 a.m. – 11.20 a.m.)** ~~~~~

**7 C360 CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM UPDATE** (Pages 181 - 192)

To consider a report by the Service Improvement Manager (copy attached) to provide an overview of the implementation of the C360 CRM System.

**11.20 a.m. – 11.50 a.m.**

**8 SUSTAINABLE TRANSPORT PLAN** (Pages 193 - 238)

To consider a report **(which includes a confidential appendix)** by the Traffic, Parking and Road Safety Manager (copy attached) to provide an update on the development of the Council's draft Sustainable Transport Plan and associated work activities.

**11.50 a.m. – 12.20 p.m.**

**9 SCRUTINY WORK PROGRAMME** (Pages 239 - 262)

To consider a report by the Scrutiny Coordinator (copy attached) seeking a review of the committee's forward work programme and updating members on relevant issues.

**12.20 p.m. – 12.30 p.m.**

**10 FEEDBACK FROM COMMITTEE REPRESENTATIVES**

To receive any updates from Committee representatives on various Council Boards and Groups

## **MEMBERSHIP**

### **Councillors**

Councillor Arwel Roberts (Chair)

Ellie Chard  
Martyn Holland  
Geraint Lloyd-Williams  
Bob Murray  
Paul Penlington

Councillor Hugh Irving (Vice-Chair)

Pete Prendergast  
Peter Scott  
Andrew Thomas  
David Williams

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