



MERTHYR TYDFIL
County Borough Council
Cyngor Bwrdeistref Sirol
MERTHYR TUDFUL

MINUTES OF MEETING

SCRUTINY : CUSTOMER SERVICES MEETING

MONDAY, 24TH NOVEMBER, 2014

PRESENT: Councillor D Roberts (**In the Chair**)

Councillors H Barrett, T Chaplin and Raymond Thomas

Officers:

Steve Jones (Chief Finance Officer), Chris Long (Economic Development & Strategic Tourism Manager) and Ewan McWilliams (Corporate Performance Manager)

Howard Jones (Scrutiny Manager) and Mair Morgan (Scrutiny / Democratic Services Officer)

| ITEM NO. | AGENDA MATTER | DECISION |
|----------|--|---|
| 711 | Apologies for absence | Apologies for absence were received from Councillor E C Galsworthy, Councillor W R Smith and Mr B Lewis Co-opted Member. |
| 712 | Declarations of Interest (including whipping declarations) | Councillor D Roberts referred to Item Five – Waste Services Communication Plan (Draft) and advised that he is the supplier of printed materials but he did not have to make a declaration at this time. |
| 713 | Consideration of Agenda items | The Committee considered in detail the items on the agenda. |
| 714 | Budget Monitoring 2014/15 - Mid Year Position | The Chair welcomed Steve Jones Chief Finance Officer to the Meeting. Steve Jones led the Committee through the Budget Monitoring 2014/15 – Mid Year Position report and responded in detail to the questions raised. |

| | | |
|-----|---|---|
| | | <p>Resolved that:</p> <p>The Revenue and Capital budget outturn projections for 2014/15 be noted.</p> <p>The Chair then thanked Steve Jones for attending and the update to the Committee.</p> |
| 715 | Waste Services Communication Plan (Draft) | <p>Resolved that:</p> <p>A Task and Finish Group be convened to provide feedback / comments on the content of the Waste Services – Draft Communication Plan and that this Group comprise Councillor D Roberts, Councillor H Barrett, Councillor T Chaplin and Councillor W R Smith.</p> |
| 716 | Destination Merthyr Tydfil Presentation | <p>The Chair welcomed Chris Long to the Meeting.</p> <p>Chris Long referred the Committee to the Destination Merthyr Tydfil Review and gave details in relation to:</p> <ul style="list-style-type: none"> • Demystifying Destination Management • Merthyr Tydfil Tourism Destination Management Plan 2013 – • Priorities • Themes • 2014 Review • Achievements • Opportunities • Examples of Press • Visitor Figures – • Cyfarthfa Castle and Park • Bike Park Wales • Taff Bargoed • Employment Support • Economic Impact 2013 • Regional Landscape • European Programme • Additional Support • Partnership Delivery • Future Challenges • Next Steps • Rock UK • Cyfarthfa Heritage Unearthed – • Park and Castle Restoration and Enhancement • Bike Park Wales • Signage <p>Questions were then raised by the Committee and were answered in detail by Chris Long. He also advised that he would be happy to attend a future Meeting to report the key findings of the master plan and its delivery in terms of finance.</p> <p>The Chair then thanked Chris Long for attending and the update to the Committee.</p> |

| | | |
|-----|---|--|
| 717 | Self-Evaluation and Service Challenge Process | <p>The Chair welcomed Ewan McWilliams to the Meeting.</p> <p>Ewan McWilliams referred the Committee to the Self Evaluation and Service Challenge Process report and responded in detail to questions raised by the Committee.</p> <p>Resolved that:</p> <p>The proposed improvements to the Self Evaluation process be noted.</p> |
| 718 | Reflection and Evaluation of Meeting | <p>The Chair and the Committee reflected on the issues that had been raised at the Meeting.</p> |
| 719 | Forward Work Programme | <p>The Committee considered and agreed the Forward Work Programme.</p> |
| 720 | Any other business deemed urgent by the Chair | <p>The Chair advised that there were no items deemed urgent.</p> |