

**Blaenau Gwent County Borough Council**

**Action Sheet**

**Corporate Overview Scrutiny Committee – 10<sup>th</sup> December 2021**

Item	Action to be Taken	By Whom	Action Taken
	<b>Welsh Audit of Commemoration</b>	Policy Team	<ul style="list-style-type: none"> <li>• Awaiting Welsh Government to issue guidance to Local Authorities on how to appropriately address matters identified through the National Audit of Commemoration. Welsh Government are due to hold stakeholder workshops (with LAs, CADW) in March, followed by a public consultation on the guidance.</li> <li>• Following receipt of the guidance BG Council will consider appropriate action.</li> </ul>
7	<p><b><u>Commercial Strategy Quarterly Performance Monitoring</u></b></p> <p>Information to be provided on how those residents are supported who are unable to use self-serve.</p> <p>Options to be explored how the team can support those residents at home, who are unable to attend the Community Hubs settings.</p>	<p>Bernadette Elias</p> <p>Bernadette Elias</p>	<ul style="list-style-type: none"> <li>• Ensure adequate communications are pushed out to all areas of the Borough not only via social media but using posters and leaflets in local areas to alert residents of hub locations and opening times.</li> <li>• Ensure Members are aware of locations and opening times in order to direct constituents to appropriate hubs.</li> <li>• Ensure 3<sup>rd</sup> sector organisations are aware of locations and opening hours in order to direct clients to the hubs. Ensure internal departments are aware of locations and opening times to direct residents to the hubs.</li> <li>• Residents can be referred to the Community Hub Officers</li> <li>• Telephoning 01495 311556</li> <li>• Emailing – <a href="mailto:communityhubs@blaenau-gwent.gov.uk">communityhubs@blaenau-gwent.gov.uk</a></li> <li>• The team will operate a call back system should they receive a referral for a resident who is unable to attend a hub to obtain the support that they need.</li> </ul>