

**COUNTY BOROUGH OF BLAENAU GWENT**

**REPORT TO:** **THE CHAIR AND MEMBERS OF THE CORPORATE AND PERFORMANCE SCRUTINY COMMITTEE**

**SUBJECT:** **CORPORATE AND PERFORMANCE SCRUTINY COMMITTEE – 14<sup>TH</sup> SEPTEMBER, 2023**

**REPORT OF:** **DEMOCRATIC & COMMITTEE SUPPORT OFFICER**

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**PRESENT:** COUNCILLOR J. WILKINS (CHAIR)

Councillors J. Thomas  
J. Hill  
J. Holt  
E. Jones  
R. Leadbeater  
C. Smith  
T. Smith

**WITH:** Interim Chief Executive  
Corporate Director Regeneration & Community Services  
Interim Corporate Director Social Services  
Chief Officer Resources  
Chief Officer Commercial and Customer  
Team Manager Customer Contact  
Head of Organisational Development  
Senior Benefits Officer  
Customer Experience Officer  
Service Manager Performance & Democratic Services  
Service Manager Policy and Partnership  
Digital Projects Delivery Manager  
Press and Communications Officers  
Democratic and Scrutiny Officer

<b><u>ITEM</u></b>	<b><u>SUBJECT</u></b>
<b>No. 1</b>	<b><u>SIMULTANEOUS TRANSLATION</u></b>  It was noted that no requests had been received for the simultaneous translation service.

<b>No. 2</b>	<b><u>APOLOGIES</u></b>  An apology for absence was received from Councillor C. Bainton.
<b>No. 3</b>	<b><u>DECLARATIONS OF INTERESTS AND DISPENSATIONS</u></b>  No declarations of interest or dispensations were reported.
<b>No. 4</b>	<b><u>CORPORATE AND PERFORMANCE SCRUTINY COMMITTEE</u></b>  Consideration was given to the decisions of the meeting held on 22 <sup>nd</sup> June, 2023.  The Committee AGREED that the decisions be accepted as a true record of proceedings.
<b>No. 5</b>	<b><u>SPECIAL CORPORATE AND PERFORMANCE SCRUTINY COMMITTEE</u></b>  Consideration was given to the decisions of the meeting held on 5 <sup>th</sup> July, 2023.  The Committee AGREED that the decisions be accepted as a true record of proceedings.
<b>No. 6</b>	<b><u>ACTION SHEET</u></b>  Consideration was given to the Action Sheet.  The Committee AGREED that the report be accepted and the information therein be noted.
<b>No. 7</b>	<b><u>CUSTOMER SERVICE STRATEGY FOR THE COUNCIL</u></b>  Consideration was given to the report of the Chief Officer Commercial and Customer.  The Chief Officer Commercial and Customer Officer noted an amendment to the Customer Services Standards and advised that Page 69 stated “We will be courteous and welcoming When customers visit Council buildings they can expect a welcoming environment”.

	<p>The Chief Officer advised that the Policy was not attached to buildings it was about how the Council interacted within our communities and the wording would be amended accordingly.</p> <p>The Committee noted and agreed the amendment.</p> <p>The Committee AGREED, subject to the foregoing that the report be accepted and provided recommendations for changes on the Customer Services Strategy and associated Customer Standards prior to it being presented to Cabinet for approval (Option 2).</p>
<p><b>No. 8</b></p>	<p><b><u>DIGITAL TRANSFORMATION STRATEGY FOR THE COUNCIL</u></b></p> <p>Consideration was given to the report of the Chief Officer Commercial and Customer.</p> <p>The Committee AGREED that the report be accepted and endorsed the Digital and Transformation Strategy prior to it being presented to Cabinet for approval (Option 1).</p>
<p><b>No. 9</b></p>	<p><b><u>CS092 INVESTIGATION ACTION PLAN PROGRESS QUARTERLY REPORT AND WELSH IN THE WORKPLACE POLICY</u></b></p> <p>Consideration was given to the report of the Head of Democratic Services, Governance and Partnerships.</p> <p>The Committee AGREED that the report be accepted and supported the recommendation for the Quarterly Progress Report and the Welsh in the Workplace Policy, as follows:-</p> <ul style="list-style-type: none"> <li>• the CS092 Quarterly Progress Report (Appendix 1), and supported the approach to be presented to Cabinet (Option 1a); and</li> <li>• the Welsh in the Workplace Policy (Appendix 2) and recommended approval by Cabinet for publication (Option 2a).</li> </ul>

<b>No. 10</b>	<p data-bbox="341 194 1436 280"><b><u>TREASURY MANAGEMENT ANNUAL REVIEW REPORT 1ST APRIL 2022 TO 31ST MARCH 2023</u></b></p> <p data-bbox="341 324 1436 409">Consideration was given to the report of the Chief Officer Resources.</p> <p data-bbox="341 454 1436 629">The Committee AGREED that the report be accepted and Members scrutinised the treasury management activity undertaken during the 2022/23 financial year and provided comment prior to its submission to full Council (Option 1).</p>
<b>No. 11</b>	<p data-bbox="341 667 1436 752"><b><u>HEALTH &amp; SAFETY ANNUAL REPORT – 1ST APRIL 2022 TO 31ST MARCH 2023</u></b></p> <p data-bbox="341 797 1436 882">Consideration was given to the report of the Head of Organisational Development.</p> <p data-bbox="341 927 1436 1102">The Committee AGREED that the report be accepted and supported the detailed report and the recommended actions to mitigate areas of concern and agree to the report progressing to Cabinet (Option 1).</p>
<b>No. 12</b>	<p data-bbox="341 1140 1436 1178"><b><u>FORWARD WORK PROGRAMME – 12<sup>TH</sup> OCTOBER, 2023</u></b></p> <p data-bbox="341 1223 1436 1308">Consideration was given to the report of the Scrutiny and Democratic Officer.</p> <p data-bbox="341 1352 1436 1482">A Member proposed that a report be presented in relation to the universal free school meals roll out and the impact on school's budget. This proposal was agreed and seconded.</p> <p data-bbox="341 1527 1436 1742">The Committee AGREED, subject to the foregoing that the report be accepted and made amendments, suggested additional invitees, and requested additional information to be included to the Forward Work Programme with regards to topics to be discussed (Option 1).</p>