

## Blaenau Gwent County Borough Council

### Action Sheet

#### Corporate Overview and Performance Scrutiny Committee

Meeting Date	Action to be Taken	By Whom	Action Taken
14.09.23	<b>Item 7: Customer Service Strategy for the Council</b> Call centre 'call back' options to be reviewed.	Bernadette Elias	20 LA's were contacted and 9 responses were received. All the responders indicated they do not currently utilise a call back option. However, a number of LA's indicated they are exploring opportunities for a call back facility in the future. As part of the wider Contact Centre network, Blaenau Gwent will use the shared learning from these LA's to explore our own potential opportunities.
	<b>Item 9: Investigation Action Plan Progress Quarterly Report and Welsh in the Workplace Policy</b> Numbers of Welsh speakers in the Council to be provided.	Andrew Parker	Number of Speakers and fluency levels are reported annually via the Annual Report, link below:  <a href="https://www.blaenau-gwent.gov.uk/media/vpxkb3mj/welsh-language-annual-report-2022-23.pdf">https://www.blaenau-gwent.gov.uk/media/vpxkb3mj/welsh-language-annual-report-2022-23.pdf</a>  P33 to P34. The most recent figures show fluency levels also with 1% of the current work identified in themselves as fluent (33 individuals). A further 6% note their skills as quite well or moderate ability to speak Welsh (140 individuals).
	<b>Item 10: Treasury Management Annual Review Report 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023</b> Further information to be provided on the Market (LOBO) Loans, e.g. purpose of loan and the current status.	Rhian Hayden	See attachment.
Eval session	A request was made to arrange another Treasury Management training session facilitated in-house.	Rhian Hayden	Date to be determined

