

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	Item 7: Customer Service Strategy for the Council 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.
	Item 9: Investigation Action Plan Progress Quarterly Report and Welsh in the Workplace Policy 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: https://www.blaenau-gwent.gov.uk/media/vpxkb3mj/welsh-language-annual-report-2022-23.pdf 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).
	Item 10: Treasury Management Annual Review Report 1st April 2022 to 31st March 2023 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

