

**Blaenau Gwent County Borough Council**

**Action Sheet**

**Corporate Overview Scrutiny Committee – Wednesday 4<sup>th</sup> September 2019**

<b>Item</b>	<b>Action to be Taken</b>	<b>By Whom</b>	<b>Action Taken</b>
10	<p><b><u>Shared Resource Service Partnership Working – Half Year Monitoring</u></b></p> <p>Members requested a Member Briefing Session is arranged to provide an overview of the SRS and future developments.</p> <p>A Member referred to the low sickness rate in the SRS service and requested the percentage rate be provided for members' information.</p>	<p>Anne-Louise Clark / SRS Officers</p> <p>Anne-Louise Clark</p>	<p>ALC will pick up directly with concerned Members the difficulties they are experiencing particularly relating to password changes and access to emails. ALC will also discuss the technical requirements of the current system to identify any improvements that can be made. ALC will review the response timescales for Members to ensure issues are resolved as quickly as possible. ALC will liaise with SRS to arrange a member briefing session and approaches for ongoing support.</p> <p>ALC will follow up with SRS to understand their approach to managing sickness and the percentage rate.</p>
11	<p><b><u>Forward Work Programme</u></b></p> <p>Members requested a progress report on CCTV be presented to a future meeting.</p>	<p>Bernadette Elias / Andrew Parker</p>	<p>Item scheduled for 8<sup>th</sup> January 2020.</p>