

T: 01495 355001

E: [committee.services@blaenau-gwent.gov.uk](mailto:committee.services@blaenau-gwent.gov.uk)

Our Ref./Ein Cyf.  
Your Ref./Eich Cyf.  
Contact:/Cysylltwch â:

**THIS IS A MEETING WHICH THE PUBLIC ARE ENTITLED TO ATTEND**

7th September 2023

Dear Sir/Madam

**CORPORATE & PERFORMANCE SCRUTINY COMMITTEE**

A meeting of the Corporate & Performance Scrutiny Committee will be held in on Thursday, 14th September, 2023 at 10.00 am. via MS Teams (*if you wish to view this meeting please contact [michelle.hicks@blaenau-gwent.gov.uk](mailto:michelle.hicks@blaenau-gwent.gov.uk)*)

Yours faithfully



Damien McCann  
Interim Chief Executive

**AGENDA**

**Pages**

**1. SIMULTANEOUS TRANSLATION**

You are welcome to use Welsh at the meeting, a minimum notice period of 3 working days is required should you wish to do so. A simultaneous translation will be provided if requested.

**2. APOLOGIES**

To receive.

Mae'r Cynghor yn croesawu gohebiaeth yn Gymraeg a Saesneg a byddwn yn cyfathrebu gyda chi yn eich dewis iaith, dim ond i chi rhoi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn creu unrhyw oedi.

The Council welcomes correspondence in Welsh and English and we will communicate with you in the language of your choice, as long as you let us know which you prefer. Corresponding in Welsh will not lead to any delay.

3. **DECLARATIONS OF INTEREST AND DISPENSATIONS**
- To receive.
4. **CORPORATE AND PERFORMANCE SCRUTINY COMMITTEE** 5 - 8
- To consider the decisions of the Corporate and Performance Scrutiny Committee held on 22<sup>nd</sup> June, 2023.
- (N.B. The decisions are submitted for accuracy points only).*
5. **SPECIAL CORPORATE AND PERFORMANCE SCRUTINY COMMITTEE** 9 - 12
- To consider the decisions of the Special Corporate and Performance Scrutiny Committee held on 5<sup>th</sup> July, 2023.
- (N.B. the decisions are submitted for accuracy pioints only)*
6. **ACTION SHEET** 13 - 44
- To receive.
7. **CUSTOMER SERVICE STRATEGY FOR THE COUNCIL** 45 - 104
- To consider the report of the Chief officer Commercial and Customer.
8. **DIGITAL TRANSFORMATION STRATEGY FOR THE COUNCIL** 105 - 152
- To consider the report of the Chief Officer Commercial and Customer.

9. **CS092 INVESTIGATION ACTION PLAN PROGRESS  
QUARTERLY REPORT AND WELSH IN THE  
WORKPLACE POLICY / ADRODDIAD CYNNYDD  
CHWARTEROL CS092 CYNLLUN GWEITHREDU'R  
YMCHWILIAD A'R POLISI CYMRAEG YN Y  
GWEITHLE** 153 - 442

To consider the report of the Head of Democratic Services, Governance and Partnerships.

10. **TREASURY MANAGEMENT ANNUAL REVIEW  
REPORT 1ST APRIL 2022 TO 31ST MARCH 2023** 443 - 462

To consider the report of the Chief Officer Resources.

11. **HEALTH & SAFETY ANNUAL REPORT –  
1ST APRIL 2022 TO 31ST MARCH 2023** 463 - 488

To consider the report of the Head of Organisational Development.

12. **FORWARD WORK PROGRAMME:  
12TH OCTOBER 2023** 489 - 492

To receive.

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To: Councillor J. Wilkins (Chair)  
Councillor J. Thomas (Vice-Chair)  
Councillor C. Bainton  
Councillor J. Hill  
Councillor J. Holt  
Councillor E. Jones  
Councillor R. Leadbeater  
Councillor C. Smith  
Councillor T. Smith

All other Members (for information)  
Interim Chief Executive  
Chief Officers