

COUNTY BOROUGH OF BLAENAU GWENT

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

SUBJECT: CORPORATE & PERFORMANCE SCRUTINY COMMITTEE - 14TH SEPTEMBER, 2023

REPORT OF:

PRESENT: COUNCILLOR J. WILKINS (CHAIR)

Councillors J. Thomas (Vice-Chair)
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

ITEM	SUBJECT	ACTION
No. 1	<p><u>SIMULTANEOUS TRANSLATION</u></p> <p>It was noted that no requests had been received for the simultaneous translation service.</p>	
No. 2	<p><u>APOLOGIES</u></p> <p>An apology for absence was received from Councillor C Bainton.</p>	
No. 3	<p><u>DECLARATIONS OF INTEREST AND DISPENSATIONS</u></p> <p>No declarations of interest or dispensations were raised.</p>	
No. 4	<p><u>CORPORATE AND PERFORMANCE SCRUTINY COMMITTEE</u></p> <p>Consideration was given to the decisions of the meeting held on 22nd June, 2023.</p> <p>The Committee AGREED that the decisions be accepted as a true record of proceedings.</p>	
No. 5	<p><u>SPECIAL CORPORATE AND PERFORMANCE SCRUTINY COMMITTEE</u></p> <p>Consideration was given to the decisions of the meeting held on 5th July, 2023.</p> <p>The Committee AGREED that the decisions be accepted as a true record of proceedings.</p>	
No. 6	<p><u>ACTION SHEET</u></p> <p>Consideration was given to the Action Sheet.</p> <p>The Committee AGREED that the report be accepted and the information therein be noted.</p>	

No. 7

CUSTOMER SERVICE STRATEGY FOR THE COUNCIL

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”. 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.

The Committee noted and agreed the amendment.

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).

No. 8

DIGITAL TRANSFORMATION STRATEGY FOR THE COUNCIL

Consideration was given to the report of the Chief Officer Commercial and Customer.

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>No. 9</p>	<p><u>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</u></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"> • the CS092 Quarterly Progress Report (Appendix 1), and supported the approach to be presented to Cabinet (Option 1a); and • the Welsh in the Workplace Policy (Appendix 2) and recommended approval by Cabinet for publication (Option 2a). 	
<p>No. 10</p>	<p><u>TREASURY MANAGEMENT ANNUAL REVIEW REPORT 1ST APRIL 2022 TO 31ST MARCH 2023</u></p> <p>Consideration was given to the report of the Chief Officer Resources.</p> <p>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>	
<p>No. 11</p>	<p><u>HEALTH & SAFETY ANNUAL REPORT - 1ST APRIL 2022 TO 31ST MARCH 2023</u></p> <p>Consideration was given to the report of the Head of Organisational Development.</p> <p>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>	

No. 12

FORWARD WORK PROGRAMME: 12TH OCTOBER 2023

Consideration was given to the report of the Scrutiny and Democratic Officer.

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.

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).