

Performance Scrutiny Committee – Place and Corporate

ACTION SHEET – 28 November 2023

	Agenda Item	Action	Responsibility	Outcome
1	Council Service Plans 2022-2025	Housing and Communities – Members requested Members a further look into the lack of temporary accommodation and reducing the spend to Bed and Breakfasts, as well as reducing time spent in inappropriate accommodation.	Head of Housing and Communities	COMPLETED – Topic to be addressed in the Rapid Rehousing Transition Plan, which is coming to the committee meeting for Monday 11 th September 2023.

ACTION SHEET – 23 January 2023

	Agenda Item	Action	Responsibility	Outcome
1	2023-24 Draft Budget Proposals and Medium Term Financial Plan	FIN2324/02 - Switching off phone and face to face channels for some transactions Members requested information about how many calls received in the Contact Centre are recorded and listened to as part of coaching and training.	Head of Finance	COMPLETED – Information sent to Committee on 24 th April 2023.

ACTION SHEET – 17 April 2023

	Agenda Item	Action	Responsibility	Outcome
1	Minutes of the previous Meeting held on 23 January 2023	The Committee requested an update on conversations with Registered Social Landlords contributing towards the Community Safety Warden service.	Head of Environment and Public Protection	ONGOING. Information requested on 18th April 2023.
1	Minutes of the previous Meeting held on 23 January 2023	The Committee requested verification on whether the streetlights can permit daily variations for on and off times.	Head of Infrastructure	COMPLETED – Information sent to Committee on 20th April 2023.
1	Minutes of the previous Meeting held on 23 January 2023	The Committee wished to know if there are any legal implications of not recording calls in the Contact Centre.	Head of Finance	COMPLETED – Information sent to Committee on 24th April 2023.
1	Minutes of the previous Meeting held on 23 January 2023	The Committee requested an update on when the digital information at bus shelters would be updated.	Head of Infrastructure	COMPLETED – Information sent to Committee on 20th April 2023.
2	Recruitment and Retention	The Committee noted the information in the Recruitment and Retention report and made a number of comments to the Head of Service, Officers and Cabinet.	Scrutiny Team/Head of People, Policy and Transformation	ACTIONED – Comments and recommendations from the Committee forwarded on 20th April 2023 to Head of Service, Officers and Cabinet Members.
2	Recruitment and Retention	Members asked for a comparison between Newport's recruitment and retention statistics and those of other local authorities. They also wanted information on the average age of new hires and departing employees, and the average tenure of staff at the Council.	HR and OD Manager	COMPLETED – Information sent to Committee on 12th June 2023.

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2	Recruitment and Retention	Members sought data on employee exits, applicant demographics, and the Council's efforts to attract diversity. They also requested demographic details of current staff, including gender, race, and age.	HR and OD Manager	COMPLETED – Information sent to Committee on 12th June 2023.
2	Recruitment and Retention	Members requested for a comparison of the workforce over previous years, as well as workforce numbers comparative to other local authorities.	HR and OD Manager	COMPLETED – Information sent to Committee on 12th June 2023.
2	Recruitment and Retention	Members asked if they could have a breakdown of salary bands in terms of the percentage of employees in entry-level and top-level grades, and how does the ratio of managers receiving pay awards compare to that of lower-level staff.	HR and OD Manager	COMPLETED – Information sent to Committee on 12th June 2023.