

Actions Monitoring

Performance Scrutiny Committee – Place and Corporate

22nd July 2024

	Agenda Item	Recommendation	Responsibility	Response
1	Service Area Plan End of Year Reports 2023-24 Infrastructure	The Committee would further information on the 2024-25 schemes for the Active Travel Network.	Stephen Jarrett	Details emailed to Committee on 11 th November 2024
2	Service Area Plan End of Year Reports 2023-24 Housing and Communities	The Committee asked that regular updates are provided regarding the status, challenges, and milestones of Welsh Government schemes. This will maintain transparency and allow for timely feedback or intervention if needed.	David Walton	
3	Service Area Plan End of Year Reports 2023-24 Housing and Communities	The Committee requested to receive updates on the City of Sanctuary Strategy.	David Walton	

29th July 2024

	Agenda Item	Recommendation	Responsibility	Response
1	Service Area Plan End of Year Reports 2023-24 Law and Standards	The Committee requested the exploration of the possibility of providing handheld devices or systems for Members working in the community, similar to those used for staff lone workers, and	Mike Wallbank	

		investigate additional safety measures like GPS tracking, emergency alert systems, or safety apps. The Committee also requested for comprehensive updates on the application of these safety policies and systems to ensure members have the necessary support for community engagement.		
2	Service Area Plan End of Year Reports 2023-24 Law and Standards	The Committee asked if the WLGA guidance on Members working with the public and engaging in community activities can be shared to Members.	Mike Wallbank	

30th September 2024

	Agenda Item	Recommendation	Responsibility	Response
1	Customer Contact Improvement Project	The Committee requested an update on progress made of the project to refresh the website.	Ceri Foot	This is Kate Osment's project so probably best for her comments, when we start our workshops for the customer contact improvement plan, we will be looking at service area presence on the web to improve self service but overall structure and navigation belongs to Comms (<i>Scrutiny Adviser to chase comments from PR Team</i>)
2	Customer Contact Improvement Project	The Committee requested figures on Welsh language contacts in the contact centre.	Ceri Foot	Information emailed to Committee on 24 th October 2024

3	Customer Contact Improvement Project	The Committee requested a breakdown of top ten most popular reasons for contacts in the customer contact centre.	Ceri Foot	Information emailed to Committee on 24 th October 2024