

Cabinet (Policy and Resources) Scrutiny Sub Committee

(Microsoft Teams Meeting/ Hybrid Meeting in Council Chamber)

Members Present:

7 March 2023

Chairperson: Councillor P.Rogers

Vice Chairperson: Councillor C.James

Councillors: C.Galsworthy, R.G.Jones, S.Pursey,
S.H.Reynolds, A.J.Richards, C.Phillips and
C.Clement-Williams

Officers In Attendance H.Jones, C.Owen, C.Furlow-Harris, S.Griffiths,
A.Hinder, T.Davies and C.John

Cabinet Invitees: Councillors S.K.Hunt, S.A.Knoyle and
A.Llewelyn

1. **Chairs Announcements**

The Chair welcomed the Committee.

2. **Declarations of Interests**

There were none.

3. **Minutes of the Previous Meeting**

The minutes of the 24th January 2023 were approved as an accurate record.

4. **Customer Services update**

Members were provided with an update in relation to Customer Services, following the transfer of the service from Digital Services to People and Organisational Development within the Chief Executives Directorate, as detailed within the circulated report.

Officers provided members with a PowerPoint presentation.

Discussions took place around the practicalities of the telephony system and the data that it gathers. Members were interested in the full customer journey to ensure that any possible improvements were considered. Officers noted that any comments raised at today's meeting would be considered as part of the review.

Members were informed of a Council app that was currently being developed to help with the customer journey. Members were pleased about this to replace the dated council app.

Members wanted officers to have consideration for those constituents that don't use IT and to ensure a system was in place to ensure that the review was inclusive of all constituents.

The scrutiny members offered their support to officers to help with the review on Customer Services. It was noted that members were interested in having a Task and Finish group/one day workshop session.

Following Scrutiny the report was noted.

5. **Pre-decision Scrutiny**

Third Sector Grant Funding – Additional applications for funding

Members were updated on the additional applications for a third sector grant which was received after the official closing date, as detailed within the private report.

Members shared their concerns for the lateness of the additional applications. It was noted that a criteria and deadline for applications are set and going forward would like to stress to those organisations the importance of making an application within the deadline.

Following scrutiny, the recommendations were supported to Cabinet Board.

Miscellaneous Grant Fund Application

To seek Member approval in relation to a grant application received, as detailed within the circulated report.

It was noted that that the application was reported to the Cabinet (Policy and Resources) Sub Committee on the 24th January 2023,

however, the incorrect ward and premises was reported. This is correctly reported now as Pontardawe ward and the premises referred to is Cross Community Centre High Street Pontardawe.

Members shared their concerns in relation to the wrong premises being reported, however, understood that it was an error and Officers reassured members that a process would be in place to ensure reports are reported correctly.

It was noted that 209 accounts had received mandatory and discretionary rates. Members requested a list of the 209 accounts. Officers confirmed that a list would be shared with members, however wanted to provide reassurance that all applications go through a vigorous criteria process.

Following scrutiny, the recommendations were supported to Cabinet Board.

Neath Port Talbot Cyber Security Strategy Update 2023

Members were provided with an update on the Neath Port Talbot Council's Cyber Security Strategy, as detailed within the circulated report.

Officers provided a PowerPoint presentation.

Discussions took place around the mandatory training that all staff are required to undertake to ensure that all staff have knowledge around GDPR and security safety training to help prevent any cyber security issues. It was noted that managers are informed of those who have completed any relevant training and are informed of those that have not completed it.

Members queried the restraints around downloading apps on their iPads. Officers explained that restrictions are in place to help with security safety and to prevent any potential rogue downloads. It was noted that if there were any work related apps that members required they would need to speak with Democratic Services and IT departments.

Members requested that the action plan contain deadline dates to allow scrutiny to undertake its role in scrutinising the plan in future.

It was noted that the published action plan was not inclusive of the full action plan due to the sensitive content. However, it was noted that a deadline date would be included against each action listed.

Following scrutiny, the report was noted.

6. **Forward Work Programme 2022/23**

The Forward Work Programme was noted.

7. **Urgent Items**

There were no urgent items.

8. **Access to Meetings**

RESOLVED: that pursuant to Section 100A(4) and (5) of the Local Government Act 1972, the public be excluded for the following items of business which involved the likely disclosure of exempt information as defined in Paragraph 14 of Part 4 of Schedule 12A to the above Act.

9. **Pre-Decision Scrutiny of Private Item/s**

Write Off Of Business Rates

Members were updated on the Write offs detailed within the private circulated report.

Following scrutiny, the recommendations were supported to Cabinet Board.

CHAIRPERSON