RESOURCES SCRUTINY COMMITTEE

Minutes of a Remote meeting held on 10th June 2026.

The Committee agenda is available here.

The recording of the meeting is available here.

Present: Councillor J. Protheroe (Chair); Councillors G.D.D. Carroll, P. Drake, E.J. Goodjohn, E. Goodjohn, Dr. I.J. Johnson, S. Lloyd-Selby, B. Loveluck-Edwards, J.M. Norman and N.J. Wood.

Also present: Councillor I. Buckley, L. Burnett (Executive Leader and Cabinet Member for Performance and Resources), G. John (Cabinet Member for Leisure, Sport and Well-being) and E. Williams (Cabinet Member for Social Care and Health).

The content of each agenda item can be viewed via the hyperlinks in the agenda item titles below.

60 ANNOUNCEMENT –

Prior to the commencement of the business of the Committee, the Chair read the following statement: "May I remind everyone present that the meeting will be live streamed as well as recorded via the internet and this recording archived for future viewing".

61 APPOINTMENT OF VICE-CHAIR –

RECOMMENDED – T H A T Councillor Ewan Goodjohn be appointed Vice-Chair for the Municipal year.

62 APOLOGY FOR ABSENCE –

This was received from Councillor S. Campbell.

63 DECLARATIONS OF INTEREST –

No declarations of interest were received.

64 MINUTES –

RECOMMENDED – T H A T the minutes of the meeting held on 25th March 2026 be approved as a correct record.

65 PEOPLE STRATEGY 2026 - 2030 (REF) –

The Head of Human Resources presented the report, advising Committee that the Strategy had been refreshed for several reasons, including alignment to Vale 2030 and Reshaping Programme, the findings of the Performance Panel Assessment, Audit Wales thematic review and updated economic statistical analysis. They reflected that there had been a significant amount of consultation with a range of staff across the Council, with feedback being broadly positive, and that work had been undertaken with Schools to involve them further in this Strategy. They identified that the Strategy consisted of four key pillars; being future fit, a great place to work, making a difference and leadership, and that the report consisted of a plan, identified actions and consultation findings.

Following discussion of the item, Committee

RECOMMENDED –

(1) T H A T the content of the People Strategy 2026 (Appendix One) be noted as the Council's strategic framework for workforce and organisational development and the supporting Action Plan (Appendix Two) on how the strategy would be delivered.

(2) T H A T Resources Scrutiny Committee receives an annual update on the progress made as part of the regular performance reports and in standalone reports as necessary.

(3) T H A T all Members be invited to a briefing to raise awareness of the work of the Council's Staff Networks.

(4) T H A T training material related to anti-racism and Anti-Racist Wales Action Plan are shared with Members of Resources Scrutiny Committee.

Reasons for recommendations

(1) Having regard to the contents of the report and discussions at the meeting.

(2) In order to keep Members apprised of progress made.

(3&4) For Members' information.

66 Q4 SICKNESS ABSENCE REPORT 2025/2026 (REF) –

The Operational Manager – Employee Services presented the report and provided an overview of sickness absence during the period including:

- The final outturn figure being 10.15 FTE days lost which was the same as the previous year and below the target figure of 10.75 FTE days;

- Long term absence remained a challenge despite reducing, and that the Council continued to offer support through Well-being initiatives such as occupational health to support staff;
- Environment and Housing and Social Services Directorates had the highest absence rates in the Council but had reduced compared to previous years and were below their target;
- The main cause of all absences were infections (15%) and non-work-related stress (12.1%);
- Dashboards had been developed and shared to support managers and Human Resources Business Partners in managing absences;
- The Council had the third lowest sickness rate in comparison to other Welsh Local Authorities.

Following discussion of the item, Committee

RECOMMENDED –

(1) T H A T the report and the April 2025 to March 2026 sickness absence figures provided in Appendix A be noted.

(2) T H A T future iterations of the report contain explanatory notes where there have been mid-year organisational changes which impact upon the information provided.

Reasons for recommendations

(1) Having regard to the report and discussions at the meeting.

(2) For clarity going forward.

67 SUMMER 2026 – CUSTOMER RELATIONS UPDATE (DCR) –

The report was presented by the Head of Digital to update Committee on the Council's customer contact arrangements, the operational pressures currently facing the Contact Centre, and the strategic direction for the next phase of transformation through the "95 in 5" improvement programme aligned with the Reshaping Programme. They provided an overview of how the Service was working across the Council to support service areas as an enabler in a range of initiatives to support how residents accessed the Council's services and improve their user experiences.

Following discussion of the item, Committee

RECOMMENDED –

(1) T H A T the contents of the report providing an update on Contact OneVale be noted and Committee receive a further update report in March 2027.

(2) T H A T Resources Scrutiny Committee be provided with additional information surrounding the volume of requests and handling times in the next update report.

Reasons for recommendations

(1) Having regard to the contents of the report and discussions at the meeting and to provide Members with a further update.

(2) For Members' information.

68 SCRUTINY ARRANGEMENTS: FIRST YEAR REVIEW AND APPROVAL OF THE FORWARD WORK PROGRAMME 2026/27 (DCR) –

The report, presented by Operational Manager – Democratic Services, reflected on the Committee's activity during the 2025/26 Municipal year, marking the completion of the first full year under the Council's revised scrutiny arrangements that had been introduced as part of the Reshaping Programme. It summarised how the Committee had operated within the new framework, highlighted key areas of work undertaken and identified emerging lessons to help inform future scrutiny practice.

The Committee was also asked to consider and agree its proposed Forward Work Programme for the 2026/27 Municipal year and membership of the upcoming Task and Finish Group looking at resident contact and C1V.

A number of amendments and queries were suggested, raised and addressed with regard to the report and the Forward Work Programme for the 2026/27 Municipal year.

Following discussion of the item, Committee

RECOMMENDED –

(1) T H A T the Forward Work Programme appended to the report be agreed, subject to the following additions raised by Members at the meeting:

a. Procurement savings from Schools – September 2026;
b. Corporate Landlord Progress Update – November 2026;
c. People Strategy update - March 2027;
d. Customer Relations update - March 2027.

(2) T H A T the agreed and updated Forward Work Programme be published on the Council's website for public information.

(3) T H A T the Committee's next Task and Finish Review activity was to focus upon improvements to resident contact and the C1V service.

(4) T H A T membership of the Task and Finish Review consist of:

Emma Goodjohn (Chair)
Samantha Campbell
Ewan Goodjohn
Ian Johnson
Jayne Norman
Joanna Protheroe.

Reasons for recommendations

(1) To enable the Scrutiny Committee to approve a programme of work for the forthcoming Municipal year that reflected Members' priorities, ensured effective forward planning and supported the Committee in fulfilling its scrutiny role.

(2) To promote openness, transparency and public engagement by providing residents, stakeholders and partner organisations with clear visibility of the Committee's planned work across the Municipal year.

(3) To ensure that Task and Finish activity was focused, manageable, and made effective use of Member and officer capacity, allowing for timely and meaningful scrutiny of a priority issue.

(4) To formally establish the Task and Finish Group with agreed membership, providing clarity on roles and accountability and enabling the review to commence in accordance with the Committee's agreed work programme.