

## **DISCLAIMER**

**The attached minutes are DRAFT minutes. Whilst every effort has been made to ensure the accuracy of the information, statements and decisions recorded in them, their status will remain that of a draft until such time as they are confirmed as a correct record at the subsequent meeting.**



## Agenda Item No. 4

# Bristol City Council Minutes of Business Change and Resources Scrutiny Commission

Monday 16 November 2015 at 9.30 am

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### Members Present:-

Councillor Brain                      Councillor Mead                      Councillor Malnick                      Councillor Kent  
Councillor Mead                      Councillor Windows                      Councillor Clarke

### Apologies:-

Councillor Lovell, Councillor Rylatt, Councillor Weston

**Also in attendance:-** Councillor Gollop (Deputy Mayor)

### Key officers in attendance:-

Max Wide - Strategic Director, Business Change  
Patsy Mellor - Service Director (Integrated Customer Service)  
Peter Gillett - Service Director (Finance)  
Sarah Wilson - DLT Operations Manager  
Lucy Fleming - Policy Co-ordinator (Scrutiny)  
Louise deCordova - Democratic Services

#### **41. Apologies for Absence, substitutions and introductions** (agenda item no.1)

Apologies were received from Cllrs. Lovell, Rylatt and Weston.

#### **42. Public forum** (agenda item no.2)

The following statement was received by the Commission and is held as a public record in the Minute Book (accessed by contacting Democratic Services).

Subject	Statement
Welfare Reform Steering Group	Councillor Anna McMullen

The following was noted:

- a. Officers had responded to Councillor McMullen and would circulate the information to Members of the Commission.

**Resolved:-**

- (i) to note the contents of the statement.**
- (ii) to circulate response to Commission Members.**

**43. Declarations of interest** (agenda item no.3)

None declared.

**44. Minutes – 19 October 2015** (agenda item no.4)

The Minutes of the Business Change Resources Scrutiny Commission meeting on 19 October were agreed as a correct record, subject to the insertion of the word 'of' in minute 39, paragraph e.

**Resolved:-**

- (i) to agree the Minutes subject to the amendment identified**

**45. Action sheet** (Agenda item no.5)

Progress was noted on actions agreed at the 19 October meeting.

**46. Whipping** (agenda item no.6)

None reported.

**47. Chair's business** (agenda item no.7)

- a. The Chair referred Members to the invitation from the Place Scrutiny Commission to the Income Generation session on 19 November 2015. It was noted that the session was a review of current activity rather than a strategic look at future income generation opportunities. After discussion, the Commission agreed that a workshop to explore commercial income generation opportunities would be welcome in the spring.

**48. Scrutiny Work Programme** (agenda item no.8)

The commission noted the updates to the work programme for the year.

- A Social Value update to be scheduled for the February 2016 meeting.

- A Members Income Generation workshop to be scheduled for the spring.
- The Budget Scrutiny Sessions to be highlighted as cross cutting items within the work programme.

**Resolved:-**

**(i) to note the updates to the Scrutiny Work Programme**

**49. Income Generation Update** (agenda item no.9)

The Commission received a presentation from Peter Gillett, Service Director Finance. The presentation covered progress to date to secure income work streams and savings targets, identified additional income sources and confirmed next steps to inform the development of an income generation strategy for the Council. In discussion, the following was noted:

- a. Results of the work to date were positive, with benefits to exceed the minimum targets set for 2015/16 and 2016/17.
- b. Having secured the targeted savings, KPMG had been engaged to support a broader corporate approach and review of income generation across the Council.
- c. Members voiced concern regarding the cost of engaging national consultants to support the Council in this review, and wanted to be assured that this constituted value for money. Members noted that the firm had been selected for its expert knowledge of good practice nationally and globally, information which was not currently held within the team. It was confirmed that the contract would be a fixed fee, time bound to a fixed period of four weeks.
- d. Officers clarified that outcomes from the review would identify i) areas of under recovery or undercharging within services the council is already delivering and ii) future income streams for developing trading services or new market interventions, in order to build on the principles of the Council's recently established Waste and Energy Companies. It was acknowledged that the full extent of any benefits would emerge over time. Officers to share analysis of recommendations from KPMG review.
- e. The Strategic Director confirmed that the Council's income generation strategy would need to have an agreed set of principles, for example: the ability to enter a new market and be able to defend a competitive advantage, the ability to force a change in the market so that it works better for people, the ability to forecast an income, underpinned by a full understanding and analysis of costs.
- f. The current housing market was cited as a market that i) doesn't currently serve people, ii) raised concerns regarding landlord practice, iii) maintained

artificially high rents, iv) had an asset base to exploit and was an opportunity to 'disturb the market'.

- g. Members raised concern that the Council's procurement processes may result in late payments to small businesses. It was noted that significant progress had been made since the introduction of the Council's finance system ABW (Agresso Business World). There was now a seamless process from requisition to payment of suppliers, which had been supported by staff training and communication with suppliers.

**Resolved:-**

- (i) To note the presentation**
- (ii) The next update to include analysis of recommendations from the KPMG review**

## **50. Benefits Service Report**

The Commission received a report from Patsy Mellor, Service Director Citizen Services.

- a. The report outlined the action being taken to reduce processing times and clear the Benefit Service backlog. Confirmed that this would result in the backlog being cleared by the end of November.
- b. Cllr Brain gave regard to the challenging operating environment that officers were working in and commended officer's for their delivery of lower processing times which would positively impact claimants.

**Resolved:-**

- (i) To note the report**

**Date of Next Meeting:** 14 December 2015

(Meeting ended at 11.20 pm)

CHAIR