



### Resources Scrutiny Commission Action Tracker 2016/2017

| Agenda Item                                      | Title of Report/ Description                           | Action required and deadline  | Responsible officer                           | Action taken and date completed  |
|--|--|---|---|--|
| <b>RSC Actions 24 November 2016</b>              |  |   |   |  |
| 12   | Procurement Up-date                                    | Care Contract : Out of Hours liability - Offline discussion with Cllr Barry Clark   | Netta Meadows                                 | Officers have been in contact with Cllr Clark to discuss this. TBC at the scrutiny meeting if this action is now complete.   |
| <b>RSC Actions 19<sup>th</sup> December 2016</b> |  |   |   |  |
| 11   | Quarter 2 Performance Report for Resources Directorate | <p><u>Legal Services</u><br/>Officers to provide a chart of all income for ease of comparison and some analysis of key indicators which identified chargeable and non-chargeable hours and how these were being used efficiently to generate income.</p> <p>Members to discuss this further at the April Scrutiny Commission meeting.</p> | Shahzia Daya / Nancy Rollason/ Johanna Holmes | <p>The performance monitoring information for Legal Services is being discussed between Members and Senior Officers. At the Planning Meeting on the 6/3/17 it was agreed that due to the commercial sensitivity of the information this item still requires further discussion to determine exactly what should or shouldn't be reported publically.</p> <p>To note: that outcomes of the discussions will feed into the corporate setting of future performance measures.</p> |
| <b>RSC Actions 20<sup>th</sup> February 2017</b> |  |   |   |  |
| 8  | Work Programme   | April meeting date to be rescheduled  | Johanna Holmes                                | The April meeting date has now been rescheduled for the 25 <sup>th</sup> April at 5pm  |

**Please Note: Items marked as complete will be removed from the Action Tracker before the next meeting**

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| 9           | Channel Shift                    | <ul style="list-style-type: none"> <li>Officers to note how call data analysis was presented by the Energy Company, as this had proved to be a useful format.</li> <li>It was confirmed that non English speakers had access to interpreters and multiple language speakers through 3-way phone calls. Officers to provide data to Members</li> <li>Officers to confirm to Councillor Shah the current status of the Council's website via Jacqueline Miller.</li> <li>Officers to confirm who was leading on the work to develop an online citizen account and portal and whether there were opportunities for online assistance for SMEs.</li> </ul> | <p>Rizwan Tariq</p> <p>Rizwan Tariq</p> <p>Rizwan Tariq</p> <p>Rizwan Tariq</p> | Officers aim to provide an update to these actions before the Resources Scrutiny meeting on 23 <sup>rd</sup> March 17.  |
| 10          | Social Value Policy: One Year On | Resources Scrutiny Commission to refer a note to Cabinet to express and their continued support and the high level of importance of the Social Value Policy to Cabinet Members.  | Johanna Holmes  | <p>A summary of the key points of discussion was submitted to the 07/03/17 Cabinet meeting as a 'referral from scrutiny' as follows:</p> <p><a href="https://democracy.bristol.gov.uk/documents/b7828/Referral%20from%20Resources%20Scrutiny%20Commission%2007th-Mar-2017%2016.00%20Cabinet.pdf?T=9">https://democracy.bristol.gov.uk/documents/b7828/Referral%20from%20Resources%20Scrutiny%20Commission%2007th-Mar-2017%2016.00%20Cabinet.pdf?T=9</a></p> |

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