



## 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>Resources Scrutiny - 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. Cllr Clark to confirm when this action is complete.
<b>Resources Scrutiny - Actions 19<sup>th</sup> December 2016</b>				
11	Quarter 2 Performance Report for Resources Directorate	<p><u>Legal Services</u> 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 may 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>Discussions are currently taking place about the future structure of scrutiny. The reporting of performance related information is part of these discussions. The outcomes of the discussions will feed into the corporate setting of future performance measures.</p>
<b>Resources Scrutiny - Actions 20<sup>th</sup> February 2017</b>				
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> </ul>	Rizwan Tariq	Noted by Officers; call data format has been requested from Bristol Energy.

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		<ul style="list-style-type: none"> <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</li> </ul>	<p>Rizwan Tariq</p> <p>Rizwan Tariq</p> <p>Rizwan Tariq</p>	<p>This information is not currently available due to shortcomings in the current telephony reports. The information will be available from the invoices later in the month and will be reported in due course.</p> <p>Comments from BCC Insight and Design Manager: The council's main website <a href="http://www.bristol.gov.uk">www.bristol.gov.uk</a> was rebuilt in December 2015 using new 'portal' technology known as Liferay. The new website works effectively on mobile technology (tablets and smart phones) and has been redesigned from a user perspective with much clearer information, better navigation and easier to use transactions. This brings the facility to offer subsites (separate mini sites that can be used by services delivered via council partnerships, services which need more of a promotional 'brochure style' site and campaigns/consultations all of which can be 'run off the main site' with the efficiency and benefit of the cloud hosting and support contract. Examples include the Ashton Court and St Nicholas Market sites. There are many legacy additional separate standalone sites that have grown up over time and before our new site existed. Now that we have the new main website we have asked service teams across the council to review their sites and consider whether they should be brought 'in house' – Avon coroners court has already made the move across but there are many more others to be looked at.</p> <p>Comments from BCC Insight and Design Manager: The citizen account known as the Bristol Account was launched as part of the resident's parking scheme online digital service in 2014. The plan has always been and</p>

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		whether there were opportunities for online assistance for SMEs.		continues to be to expand its use so that we have one main online account for citizens and businesses who need services that require a login. Currently the account provides resident's parking, complaints and FOI, rent account for council tenants and there are plans to include council tax bills and statements, business rates, housing benefits and services for landlords before the end of 2017. The whole approach to new digital services is to build them with the help and input of the end user to ensure that they are easy and intuitive to use. Before launch they are tested for usability and accessibility. For those users who are less confident to use digital services we ensure the launch plan has an assisted digital offer. To date this has included using our citizen service points, libraries and partners (eg midwives) to help people access the new services. Bristol Account for businesses will follow a similar pathway and if it is found that SMEs require support then we will certainly look to building this into the launch plan.
<b>Resources Scrutiny – Actions 23<sup>rd</sup> March 2017</b>				
	Change Governance and Support	Members queried whether a member of OSM should sit on the Delivery Working Group.	Denise Murray / Craig Cheney	It is anticipated that Scrutiny will play a proactive role in the new project assurance process and this will be shaped alongside the review of the Scrutiny function.
	Performance Report	BU355: Percentage of invoices paid on time (BCC) - Officers to provide data of where payments exceeded 60 days to understand the impact of this measure on SME suppliers and where improvements should be	Tracy Mathews	For the period April – December 2016, 74.3% of invoices were paid within 30 days. This increased to 86.9% when we looked at the percentage paid within 60 days, and means that 13.1% of invoices were paid in excess of 60 days. It is worth noting that disputed invoices are included in the figures which can lead to distorted results.

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		<p>targeted</p> <p>BU208: % employees with a completed 'My Performance ' 15/16 review form (BCC) - Officers to provide more narrative to support reasons for this result.</p>	Tracy Mathews	<p>It is not possible to ascertain the impact on SME's as the SME field in the finance system is not mandatory and therefore not recorded. There are approximately 40,000 suppliers in the system so in order to complete the necessary field it would require substantial additional work. If this work is required it will need to be commissioned.</p> <p>The workforce developed the baseline for the Performance Management System in 2015. That work saw an 83% completion rate.</p> <p>There has been a number of service area redesigns across the council, which has affected accurate data being available and line manager access to employee data. We were also aware that there would be a number of off-line returns due to the availability of IT systems for some workers. The 15/16 review form was the first full review cycle completed and achieved 68% completion rate. Access to this area to update was closed in December 2016.</p> <p>Changes to the establishment structures upload automatically into the My Performance system. HR will be monitoring and promoting the completion of My Performance across the council for 2017/2018.</p>

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