



Policy, Strategy and Partnerships

Business Plan 2019/20

Cabinet - 02/04/2019

Appendix C – Engagement with Scrutiny



Summary

A scrutiny members' workshop was held on 28 February 2019 to engage members on the substance of the draft Corporate Business Plan 2019-20.

This session was positively received by members, who provided extensive feedback and as a result changes were made including on design, and clarity on actions being carried over from the previous year, new actions, as well as a short summary of progress (achievements, challenges) from the previous year, and proportion of measures which are on target or not.

The draft plan was submitted for pre-decision scrutiny at OSMB on 11 March 2019, where there was opportunity for officers to provide feedback on changes made since the workshop and for members to provide further comment and feedback.

EXTRACT MINUTE FROM THE OVERVIEW AND SCRUTINY MANAGEMENT BOARD 11 March 2019

1. 19/20 Performance Framework

The Chair confirmed that Members had recently attended a workshop to provide feedback on the draft Performance Framework and the Council's Business Plans (see agenda item 7). The Head of Insight, Performance and Intelligence updated Members on the actions taken following the discussion at the workshop confirming that;

- The 'key commitments' set out in the draft framework had been clarified.
- Suggestions from Members regarding the setting of targets would be incorporated into a supplementary document.
- The explanatory comments that accompanied the indicators had been amended in some instances to make them clearer.
- Some indicators had been added or removed following feedback from Members and this would be reflected in the report to Cabinet on 2nd April 19.
- The suggestion that Bristol Eating Better Awards should specifically be measured in deprived areas had been incorporated.
- In some instances it wasn't possible to include the requests from Members, for example measuring the number of journeys taken by sustainable methods of transport, as it would be too difficult to gather the relevant information.

Members went on to consider and comment on the information provided. The key points made were as follows;

- The suggested approach about separating the high level indicators for OSMB (as well as Cabinet and Senior Leadership Board) was welcomed since it ensured that OSMB Members could focus on the overarching picture, leaving detail to the individual Commissions.
- The Council had set a target around reducing the number of service users in residential care, which may appear to be driven by cost rather than the best outcomes for residents. In response, officers confirmed that the Better Lives Programme was driving significant improvements which enabled more people to stay in their homes, which was often their preferred option.



- It was agreed that officers would ensure that all information was presented as factually as possible, for example where a percentage 'above target' was given in dashboards, it should be accompanied by an explicit statement of percentage 'below target' rather than this being implicit.
- Clarification was sought regarding why the target for bus passenger journeys for the current year 18/19, was set lower than the actual number in 17/18. It was agreed that officers would come back with a note of explanation.
- Following a request from Members, it was agreed that the reports on performance would be made readily available to the public, ideally by placing them in a prominent location on the City Council's website.
- There were concerns about the increase in the average number of days lost to sickness absence within the City Council, thought to be due in part to stress. This was an area that Scrutiny could review in the future.
- The Communities Scrutiny Commission would be looking at the number of people in temporary or emergency accommodation at their meeting in April 19, particularly around cost effectiveness.

Officers were thanked for their work around the performance framework, including the quality of the document and the efforts made to engage with Scrutiny. It was suggested that the workshop exercise could be repeated in 19/20 in order to feed into next year's business plans.

RESOLVED; that the outcomes following the Performance Framework Member Workshop be noted.

2. Draft Bristol City Council Business Plans 2019/20

Officers introduced the item, advising that the Business Plan for 19/20 would be updated following the workshop with Members (see agenda item 6). Details as follows;

- All the feedback obtained from Members at the workshop had been relayed to the relevant Service Managers so they could consider amending their service plans.
- New iconography would be added to set out actions from the previous 2018/19 business plan that had been carried over.
- Additional information would be provided to aid understanding around the priority of objectives, including those that were short and longer term goals.
- The business plan document would be reformatted to include better use of labelling to make it easier to navigate.
- An update would be published later in 2019 to set out progress against targets to date and consideration would be given to the best way to incorporate Members into the review process.

Members went on to share their views on the information provided, commenting as follows;

- It would be helpful if information on the origin of priorities of entries on the business plan could be included so that Members could follow the progress of objectives, particularly those that took time to implement or involved partnership working.



- The glossary entry on 'gentrification' should be amended to ensure it encapsulated all related issues, but it should also acknowledge that gentrification was welcomed in some instances.
- Officers were thanked for the quality of the report, which was written in a style that was very clear and easy to understand and would help with transparency and holding decision makers to account. Consideration could be given to producing a version for the public with enhanced graphics or video extracts, although it was acknowledged that the cost needed to be proportionate to the level of interest.

It was agreed that the final version of the Business Plans would be shared with Members.

RESOLVED; That the revised version of the Business Plans for 19/20 be shared with Members.

