



### Business Change & Resources Scrutiny Commission Action Tracker 2016/2017

Agenda Item	Title of Report/ Description	Action required and deadline	Responsible officer	Action taken and date completed
BC&RSC Actions 18 July 2016				
4	Minutes of the previous meeting	<ul style="list-style-type: none"> <li>Minute 85k. Add the words <i>'However, it was also agreed that the maximum transparency possible should be attained.'</i></li> <li>Minute 85f. Bristol is Open. An update to be provided on the progress to date since March 2016.</li> </ul>	Louise deCordova  Stephen Hilton / Johanna Holmes	Complete  Bristol Is Open no longer sits within the BC&R Directorate so it is suggested that future updates be considered by the Neighbourhoods Scrutiny Commission.
5	Action Sheet	<ul style="list-style-type: none"> <li>Income Generation Inquiry Day Scrutiny Officers to confirm with Members whether this is a priority within the 2016/17 work programme.</li> </ul>	Johanna Holmes	Is included on the list of potential work programme items.
8	Business Change Service Director Introductions	<ul style="list-style-type: none"> <li>Service Directors for HR, Policy, Strategy and Communications and Finance to introduce their service areas at the September meeting.</li> <li>Outcomes of the Finance Improvement Programme report, being considered by</li> </ul>	Richard Billingham Cathy Mullins Annabel Scholes  Anna Klonowski	All of the remaining Directors are aware of this and will attend.  Links to the Audit Committee Report emailed to members

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

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		Audit Committee, to be shared at the next meeting.		Complete
10	Quarter Four Performance Report 2015/16	<ul style="list-style-type: none"> <li data-bbox="779 389 1364 580">• Ref. BU205 – Number of Knowledgebase hits to Advice Centre calls. Officers to confirm the targets expected.</li> <li data-bbox="779 863 1364 1091">• Ref. BU171 – % procurement spend with 'Small and Medium sized Enterprises' (SME's) s. Officers to report to Committee detailed analysis of spend to include 'local' spend.</li> <li data-bbox="779 1139 1364 1331">• Customer Relationship Management (CRM) solution - Officers to update the Commission on the current position with reference to a local casework solution for Members.</li> </ul>	<p data-bbox="1386 427 1599 459">Dominic Mason</p> <p data-bbox="1386 863 1576 895">Shahzia Daya</p> <p data-bbox="1386 1174 1576 1206">Shahzia Daya</p>	<p data-bbox="1666 352 2148 810">The 2016/17 target for BU205 is 30. This means that for every call to the advice centre we are aspiring to get 30 hits on knowledgebase. The target of 30 is based on the channel shift target of 30% which is adopted in many services across the Council eg Citizens Services, where we are aiming to increase online transactions and decrease telephone calls, face to face visits and emails</p> <p data-bbox="1666 863 2136 1091">We are in the process of sourcing a tool before the end of September which we would allow us to produce this information easily and permit us to analyse the data in a number of other ways.</p> <p data-bbox="1666 1139 2136 1406">Salesforce is the Customer Relationship Management solution currently used by Bristol City Council. Officers aim to review the strategic use of Salesforce over the next three months. However, the effects of Voluntary Severance,</p>

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		<ul style="list-style-type: none"> <li>• Ref. BU011 – Percentage of financial audits concluding the level of control is acceptable or above. Officers to report back on the areas that had not measured a satisfactory level of control.</li> <li>• Performance Indicators (PI) development Officers to arrange an informal workshop to explore this further, in the context of the Mayor’s vision and other significant factors.</li> </ul>	<p>Annabel Scholes</p> <p>Andrea Dell</p>	<p>consequent restructure and budget reductions may impact on this objective, as we will be coping with the loss of key staff in this period.</p> <p>It was the Bank reconciliation audit which received a ‘partial’ Assurance rating. Bank reconciliation is now part of the Finance Improvement Plan which is reported to Audit committee.</p> <p>Following on from this discussion, OSMB Lead Members have considered the approach to reporting on PIs and have agreed that they should only be set once the Corporate Plan available. A paper summarising this will be included in the papers for OSMB on the 8<sup>th</sup> Sept 16</p>
	Minute 8m.	<ul style="list-style-type: none"> <li>• Members concerns over the remit of Procurement Scrutiny. The Strategic Director to raise Members concerns to the Strategic Leadership Team and the new Head of Paid Service when in post.</li> </ul>	Anna Klonowski/Johanna Holmes	Members concerns were passed onto to SLT. However, at this time procurement is to remain in the People Directorate.

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