

Date	Item	Members wished to make the following comments and conclusions:	Response/Comments	RAG Status
25 09 2019	Budget Monitoring 2019/20 - Q1 Revenue Forecast	The committee noted the project revenue budget for 2019-20 and noted the ongoing areas of concern.	N/A	
	Digital Transformation	The Committee thanked the Head of Performance and Partnership Services on his report and noted the positives advances made in the last 12 months.	Noted	
		Members acknowledged the positive contribution digital transformation had on the authority but were concerned about impact on jobs, particularly those in front-facing roles.	Digital transformation provides a new way of looking at operational business models. The initial focus of digital transformation is about digitised business processes and the integration of information technology into every aspect of the business as the first step on this journey. This will likely directly impact jobs as directorates and services link their MTFS rationalisation programmes to digitised efficiencies. However digital transformation is not about doing the same work faster; it's about doing it differently. The future will potentially see every aspect of jobs changing, with new jobs requiring new skills emerging. As an organisation the Council must be ready to adapt and develop the workforce through continuous learning and organisational development.	
		Members noted the increase in school admissions completed online during the last academic year and asked what changes are going to be made to resolve any IT issues going forward?	A lessons learnt meeting has been held to discuss issues that arose when the online forms went live last year. ICT are in the process of resolving these and updating the forms to negate the issues arising when the next admission round opens in October 2019	
		Members noted the financial overview in terms of the cost of digital transformation and noted that it would be useful to receive how much had been saved in future reports.	Noted	
		Members suggested refinement of an analytical tool to identify contacts ringing the council and the purpose of their call.	Discussions are being had to refine the telephone system within customer services to tag calls to improve analysis. It must be noted however that as there are multiple entry points into the council, customer services only takes approximately 65% of all BCBC incoming calls (excluding schools)	